

# Support Planning Professionals Learning Community (SPP LC)

1

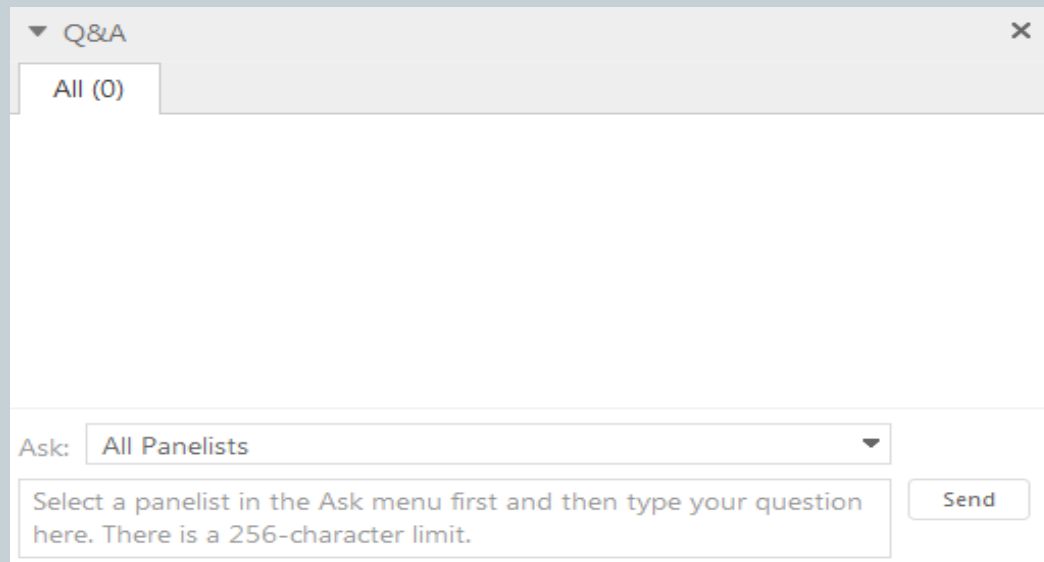
## Person Centered Practices Five Common Elements Part 4 of 5

APRIL 27, 2016  
MINNESOTA DEPARTMENT OF HUMAN SERVICES

# Welcome

2

To ask a question during the presentation use the Q&A Panel in WebEx



The screenshot shows a window titled "Q&A" with a close button (X) in the top right corner. Below the title bar is a tab labeled "All (0)". The main area of the window is empty. At the bottom, there is a section labeled "Ask:" with a dropdown menu currently set to "All Panelists". Below the dropdown is a text input field with the placeholder text: "Select a panelist in the Ask menu first and then type your question here. There is a 256-character limit." To the right of the text input field is a "Send" button.

Select “All Panelists”, type your question, and click Send.

# Agenda

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- Diane Marshall:
  - Training Opportunity
  - Bulletin
  - Community of Practice
- Beth Grube: DB 101
- Robert Meyer: Lead Agency Review team site visit information
- Angela Amado and Stacy Danov: Value 4 of 5 Person Centered Practices

# Training Opportunity

1

- Understanding the Hows and Whys of Supportive Decision Making

Jonathan Martinis

May 16, 2016 1 – 3:30 pm

[Session Information Page:](#)

[http://www.dhs.state.mn.us/main/groups/county\\_access/documents/pub/dhs-286857.pdf](http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/dhs-286857.pdf)

# Bulletin

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## Lead Agency Requirements for Person Centered Planning, Part 3

Person Centered Planning webpage

# Community of Practice

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## Launching Community of Practice

### What is It?

- A group of 15 – 20 case managers and support planners serving people within aging, adult mental health, children's mental health and disability services.
- They will meet regularly to discuss real challenges and successes in applying person centered principles in their practice.

# Community of Practice

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## **Who should be involved:**

- Case Managers
- Care Coordinators
- Targeted Case Managers
- Relocation Service Coordinators who have participated in:
  - Person Centered Thinking,
  - or Person Centered Planning training

# Community of Practice

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## **What will be expected of participants:**

- Commit to attend all monthly sessions, up to a year
- Commit to sharing cases

# Community of Practice

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## **First meeting - May 19, 10:30- 12:00**

- Meet the moderators
- Discuss the group's membership expectations
- Determine meeting dates
- Agree on meeting format

# Community of Practice

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## How Do I apply?

- Applications will be sent out to all Learning Community attendees after this meeting.
- Completed applications must be submitted by May 4.
- Applications will be reviewed and the pilot group selected and notified by May 11.

# Disability Benefits 101

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[www.db101.org](http://www.db101.org)

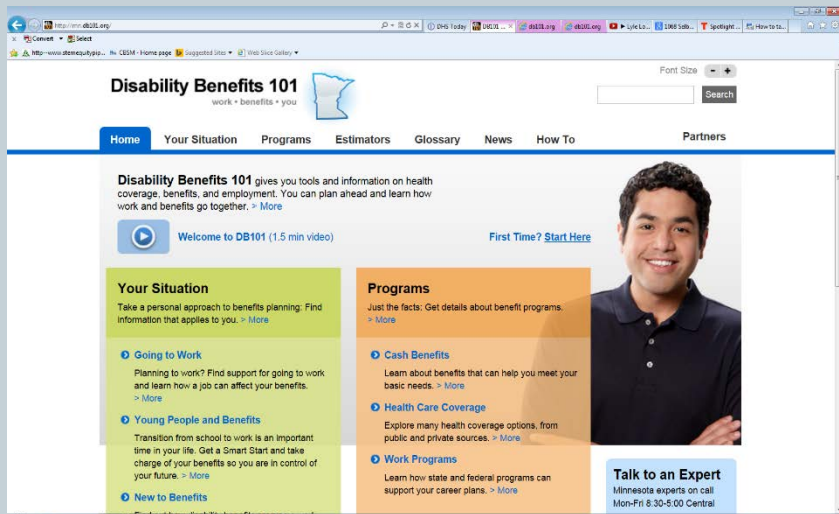
# DB101 Can Help

12

- Engage people in work planning
  - overcome fears and barriers
  - explore work as an option
  - make informed choices about work
  - achieve better employment outcomes
- Understand benefits and work incentives
- Access resources

# DB101

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## DB101.org brings together:

- benefits information
- tools
- resources

## to make it **easier to:**

- understand benefits
- learn about work incentives
- plan for work & set goals
- build financial literacy
- manage benefits while working

# DB101 Is For

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- People with disabilities
- People who support a person with a disability
- Professionals who work in the disability services field

# Disability Benefits 101

work • benefits • you



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[Home](#)

[Your Situation](#)

[Programs](#)

[Estimators](#)

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**Disability Benefits 101** gives you tools and information on health coverage, benefits, and employment. You can plan ahead and learn how work and benefits go together. [> More](#)



[Welcome to DB101 \(1.5 min video\)](#)

First Time? [Start Here](#)



## Your Situation

Take a personal approach to benefits planning: Find information that applies to you. [> More](#)

### Going to Work

Planning to work? Find support for going to work and learn how a job can affect your benefits. [> More](#)

### Young People and Benefits

Transition from school to work is an important time in your life. Get a Smart Start and take charge of your benefits so you are in control of your future. [> More](#)

### New to Benefits

Find out how disability benefits programs work, and learn how to plan for changes in the future. [> More](#)

## Programs

Just the facts: Get details about benefit programs. [> More](#)

### Cash Benefits

Learn about benefits that can help you meet your basic needs. [> More](#)

### Health Care Coverage

Explore many health coverage options, from public and private sources. [> More](#)

### Work Programs

Learn how state and federal programs can support your career plans. [> More](#)

## Estimators

### Benefits and Work Estimator

Use the Benefits and Work Estimator to find out how a job may affect your disability benefits, health coverage, and total income.

[> More](#)

## In the News

### Key Dates for MNsure Enrollment

Get health coverage for 2016 during MNsure open enrollment.

[> More](#)

## Talk to an Expert

Minnesota experts on call  
Mon-Fri 8:30-5:00 Central

Live chat: [Chat Now](#)

1-866-333-2466

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# Disability Benefits 101

work • benefits • you



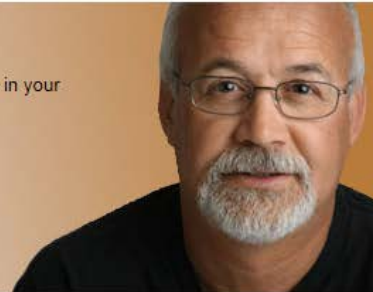
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[Home](#) > [Estimators](#)

## Estimators

Use DB101's online benefits planning Estimators to get ready for a change in your work or benefits, or to learn how benefits rules might apply to you.



### Talk to an Expert

Minnesota experts on call  
Mon-Fri 8:30-5:00 Central

Live chat: [Chat Now](#)

1-866-333-2466

[Email a question](#)

[Print this page](#)

[Email to a friend](#)

[Give Feedback](#)

### Benefits and Work Estimator

Use the Benefits and Work Estimator to find out how a job may affect your disability benefits, health coverage, and total income.

[Go](#)

### School and Work Estimator

Use the School and Work Estimator to find out how a job can affect your cash benefits and health coverage - and how staying in school can help.

[Go](#)

### MA-EPD Estimator

Use the MA-EPD Estimator to see if you might qualify for Medical Assistance for Employed Persons with Disabilities (MA-EPD) and what your premium would be.

[Go](#)

[Get a previously saved session](#)

### For Advanced Users

Once you're comfortable using our standard estimators to the left, try the advanced versions: Same questions, same results. Just quicker and fewer instructions.

[> Benefits and Work for Advanced Users](#)

[> MA-EPD for Advanced Users](#)

# Disability Linkage Line

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- Statewide **1-866-333-2466**
- For people with disabilities, their families, providers, and representatives
- No wrong questions
- Safe, Neutral, Trusted Resource
- Level of service to help people overcome barriers and find real solutions
- M-F, 8:30-5:00

# What Now?

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- Try it on your phone or device
- Bookmark [www.db101.org](http://www.db101.org) in your favorites
- Register and create a “My DB101” account
- Complete an Estimator session in the DB101 room
  - Read [Getting Past the Myths](#): The Truth About Working

# Core Messaging

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Understand that being on benefits does ***not*** mean you can't work and living on benefits alone often means living in poverty

## **Jump Start Your Future**

People on disability benefits who work are better off

**More money. More freedom. More options.**

# Lead Agency Review Team

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ROBERT MEYER

Questions: Use Q&A Panel and send to "All Panelists"

# Changes to Review Protocols as of 6/1/2015

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New Lead Agency Review protocols were developed in June 2015 to place more emphasis on lead agencies' person-centered practices.

- Case Manager/Assessor Survey
- Provider Survey
- Person-Centered Assessment Tool
- HCBS Assurance Plan
- Case file review protocols

# Changes to Lead Agency Review Protocols

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With the addition of the recent Person-Centered Protocol as well as the CMS HCBS Settings Rule, the Lead Agency Review is now making some further adjustments and additions in order to best capture the person-centered expectations outlined in both the Protocol and Rule.

These changes will be implemented in July 2016:

- Changes to case file review protocols
- Addition of transition sample
- Additions to HCBS Assurance Plan

# Lead Agency Review Team

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- The HCBS Lead Agency Review will update the list of items reviewed in each case file with the additional person-centered items by July 2016.
- For lead agencies reviewed from July 2016 to March 2017, during this initial period, the DHS Lead Agency Review will be providing feedback to lead agencies on how they are doing with the protocol.
- Corrective actions and individual remediation on person-centered protocol items are scheduled to begin on April 1, 2017.

# Person Centered Practices Common Elements: Valued Social Role (Part 4 of 5)

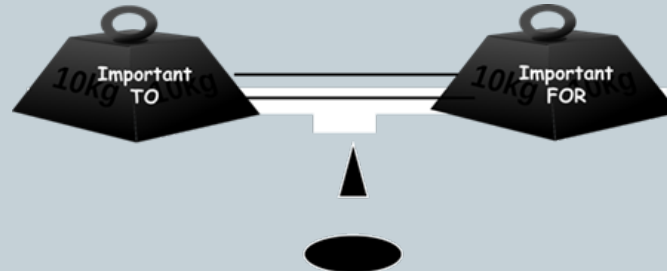
24

ANGELA AMADO, PHD  
STACY DANOV PHD LP

# Review: Person Centered Practices

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- Person Centered Practices
  - POWER WITH, SUPPORTING, FOCUS ON STRENGTHS, EXPRESS PREFERENCES AND CHOICE, HAVING POSITIVE CONTROL OVER LIFE



# 5 Valued Experiences/common elements

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1. Growing in relationships
- 2. Contributing**
3. Making choices
- 4. Being treated with dignity and respect and having a valued social role**
5. Sharing ordinary places and activities

**Each Valued Experience is related to one another**



# **Valued Community Member Roles: Common Element 4 of 5**

Presented by:  
Angela Novak Amado, Ph.D.  
Institute on Community Integration, University of Minnesota  
amado003@umn.edu  
April 27, 2016

# From 245D

28

FROM: 245D.07, subd.1a, 3, (i):

...

(3) providing the most integrated setting and inclusive service delivery that supports, promotes, and allows:

(i) inclusion and participation in the person's community as desired by the person in a manner that enables the person to interact with nondisabled persons to the fullest extent possible and supports the person in ***developing and maintaining a role as a valued community member;***

Wolf Wolfensberger

29

From:

“The Principle of Normalization”

To:

“Social Role Valorization”

# Devalued Imagery

30

- Garbage (recycling)
- Clowns
- Dead-end streets
- Fences/locks
- Child-like toys and clothes
- Way people dress

From Marc Gold

31

# Competency-Deviancy

## Hypothesis

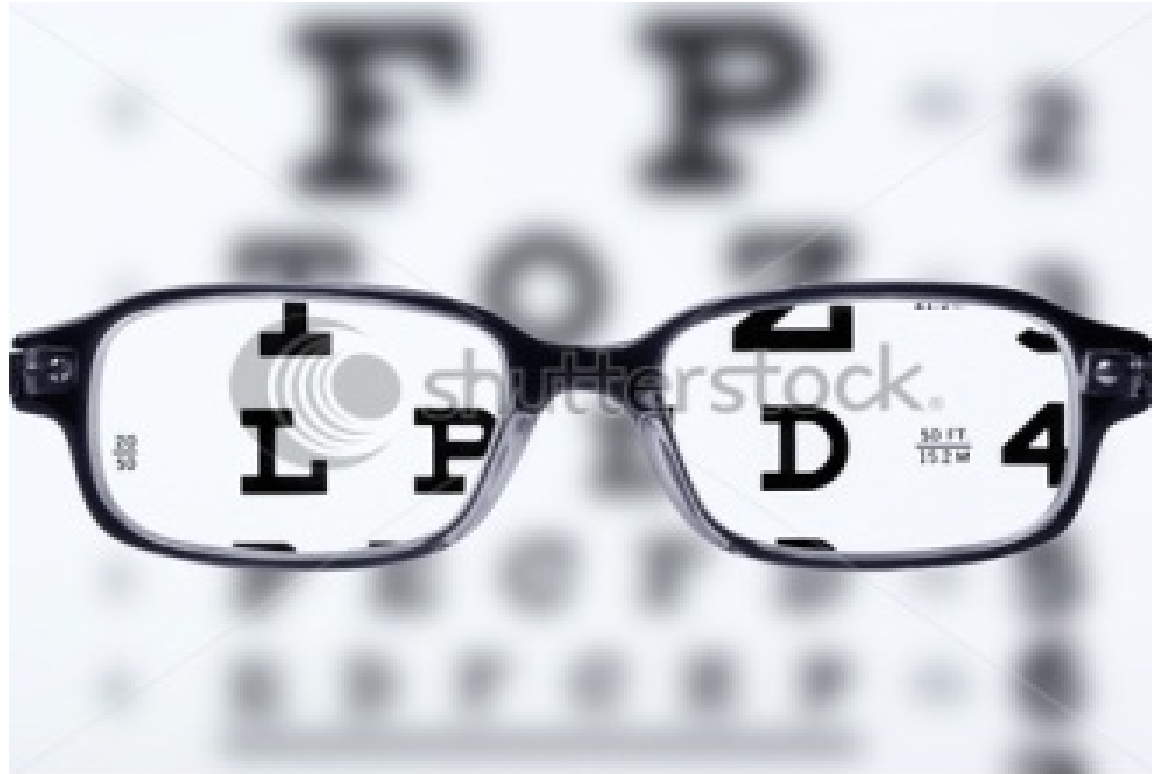


# Many Devalued Groups

33

- Persons who are elderly
  - Persons with HIV/AIDS
  - Persons with mental illness
  - Different cultural/racial groups
  - Ex-cons
  - Sex offenders
- (NIMBY)





www.shutterstock.com · 75886249

# You and I

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**I am a resident.**

**You reside.**

**I am admitted.**

**You move in.**

**I have behavior problems.**

**You are rude.**

**I am non-compliant.**

**You don't like being told what to do.**

**When I ask you out to dinner, it is an outing.**

**When you ask someone out it is a date.**

**I don't know how many people have read the progress notes people write about me. I don't even know what is in there.**

**You didn't speak to your best friend for a month after they read your journal.**

# You and I

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**I celebrated my birthday yesterday with five other residents and two staff members. I hope my family sends me a card.**

**I am on a special diet because I am five pounds over my ideal body weight.**

**I am learning household skills.**

**I am learning leisure skills.**

**My case manager and other professionals set goals for me for next year.**

**Someday I will be discharged . . .  
Maybe.**

**Your family threw a surprise party.**

**Your doctor gave up telling you.**

**You hate housework.**

**Your shirt says you are a “couch potato.”**

**You haven’t decided what you want out of life.**

**You will move onward and upward.**

--- Elaine Popovich, MoTASH

- How do we think about people?
- How do we think about what they need?
- How do we think about what services should provide?



You are a *citizen* where you  
are defined by what you  
*contribute*, not by what  
you consume.

— *Mike Green*

*J. Blessing Photography*

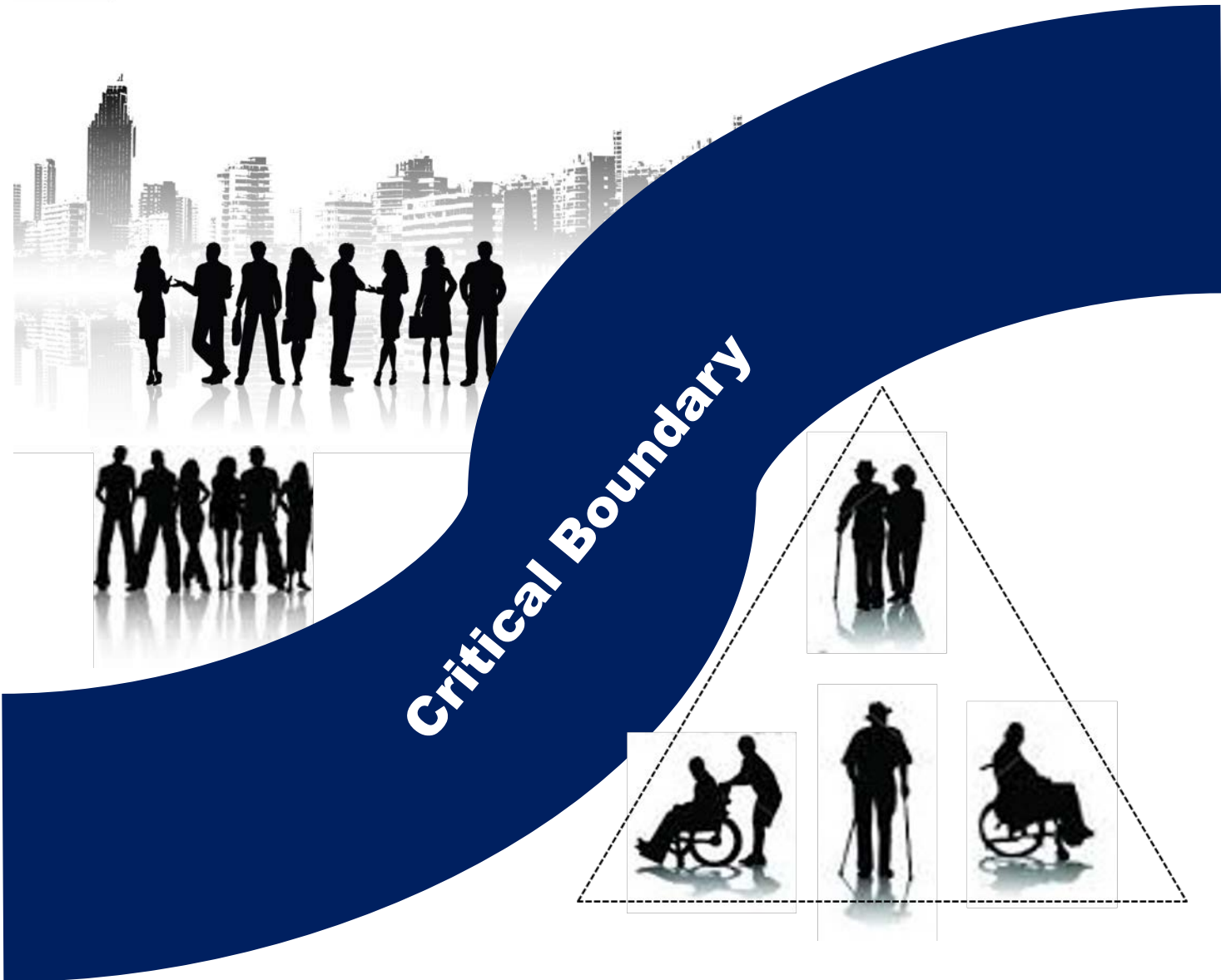
# What is “Person-Centered Planning”?

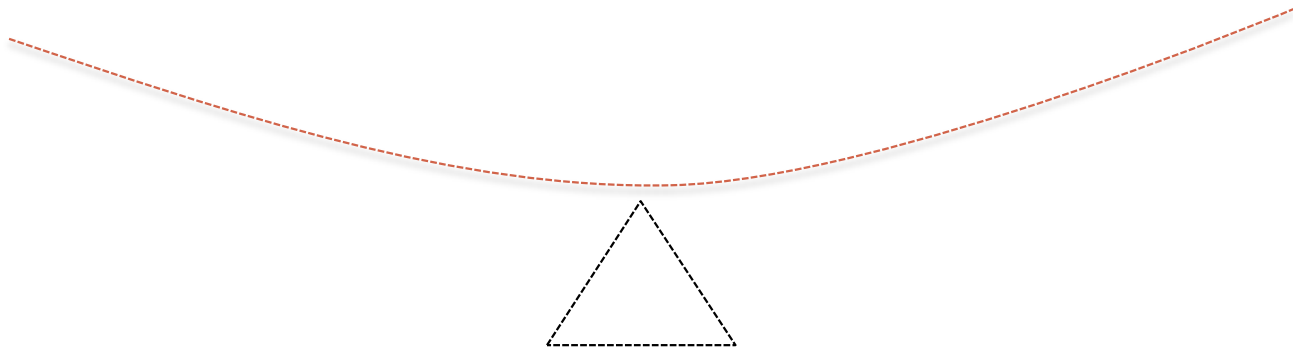
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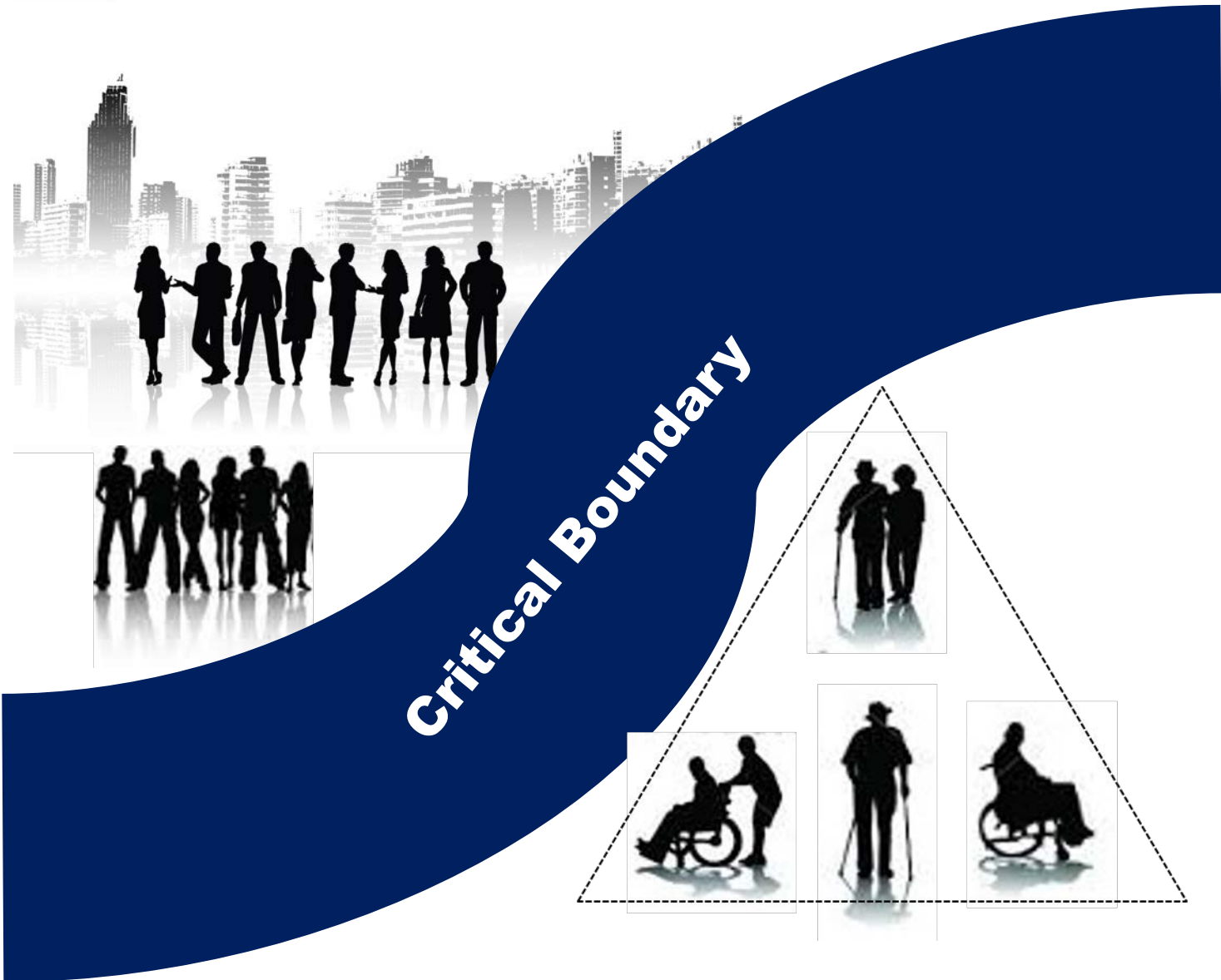
The term “Person-Centered Planning” refers to:

A family of approaches  
to organizing and guiding  
community change  
in alliance with people with disabilities  
and their families and friends

- John O’Brien & Herb Lovett, 1996







# FRAMEWORK for ACCOMPLISHMENT

(John and Connie O'Brien)

44

## FRAMEWORK

1. The supporting frame of a building or other construction
2. The basic structure (of an idea, treaty, etc.)

## ACCOMPLISHMENT

1. Worthy performance
2. Results that give meaning to activity

# The Purposes of Human Services for People Who Require Long Term Support

## To help people discover and move toward a desirable personal future:

- Discovering a vision
- Creating opportunities
- Delivering support

## To offer needed help in ways that protect and promote valued experiences now:

- Growing in personal relationships
- Sharing ordinary community places and activities

• Contributing

Making choices

Being treated with respect and having a valued social role

## To offer needed help in ways that support and strengthen community competence:

- Supporting family and friends who care
- Strengthening links to community networks
- Expanding memberships in community associations
- Increasing the openness of the local economy
- Improving the effectiveness and inclusiveness of services and benefits to all local citizens



# The Purposes of Human Services for People Who Require Long Term Support

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***To help people discover and move toward a desirable personal future.***

- Discovering a vision
- Creating opportunities
- Delivering support

# The Purposes of Human Services for People Who Require Long Term Support

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1. To help people

***DISCOVER*** and

MOVE TOWARD

a desirable personal future.

# The Purposes of Human Services for People Who Require Long Term Support

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- 2. *To offer needed help in ways that protect and promote valued experiences now:***
- A. Making choices
  - B. Growing in personal relationships
  - C. Sharing ordinary community places and activities
  - D. Contributing
  - E. **Being treated with respect and having a valued social role**

# Dignity of a Valued Social Role

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## *People's situation*

- Negative reputation
- Self-fulfilling prophecies;  
inappropriate responses

# Dignity of a Valued Social Role

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## *Community Challenge*

- Giving up stereotypes
- Discovering and honoring people's humanity

# Dignity of a Valued Social Role

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## Service accomplishments

- Treat people with respect
- Provide help in the most positive ways possible
- Eliminate stigmatizing service practice
- Assist people to assume and maintain valued roles

# Traditional Roles

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- Child
- Object of Pity
- Object of Charity
- Object of Dread/Dangerous
- Less than
- Object of Ridicule
- Not human
- Children of god, special

# Valued Roles

54

## 1. Formally defined:

employee

tenant/home-owner

business owner

association board member

political candidate

actor/model

# Valued Roles

55

## 2. Informal roles:

co-worker

neighbor

classmate

unofficial advisor

- There's no comprehensive list of valued roles, but it's easy to recognize a person who has not found one

# A father speaking about his dreams for his 9-year old daughter

56

“My dreams for Margaret are no different than those for my other children. I hope that someday she may be a

- friend
- wife
- mother
- colleague
- taxpayer

... Anything but a client.”

EARLY EDITION

# LOCAL

## Gaming seen as more risky for disabled

### ■ Minnesota-Duluth study called 'wake-up call' for caregivers

KENDRA ROSECRANS DULUTH NEWS-TRIBUNE

**P**eople with developmental disabilities who gamble may be at a higher risk for developing serious problems with gaming, according to a University of Minnesota-Duluth study that may be the first of its kind.

DULUTH, MINN.

Nearly 13 percent of the 55 adults surveyed would be considered pathological gamblers, said J. Clark Laudergeran, the UMD researcher who conducted the study, which was released Thursday. That's considerably higher than the 2 to 3 percent that researchers expected.

Almost 28 percent of those surveyed had problems with gaming, the study showed.

"This is a high percentage of people who are having problems," Laudergeran said. "This is a kind of wake-up call that this population needs some attention and some services brought to it."

In response to the findings, Gamblers Intervention Services of Duluth plans to develop education and treatment programs for people with disabilities who live in northeastern Minnesota, officials announced Thursday.

"This is incredible information," said Mike Farrell, a counselor with Gamblers Intervention Services. "(We) knew there were some problems, but it was hard to tell just how significant they were and in what areas."

GAMING CONTINUED ON 8B ▶

# Gambling Study



“Researchers need to do more to identify why people with developmental disabilities may be more vulnerable to gambling problems than other people with low incomes.

Winning at the games seems to be less important than the atmosphere at the casinos.

“It seems that socialization is most important to them,” Farrell said.

“They are treated like kings and queens when they walk in the door and they are treated as if they are no different than anyone else.”

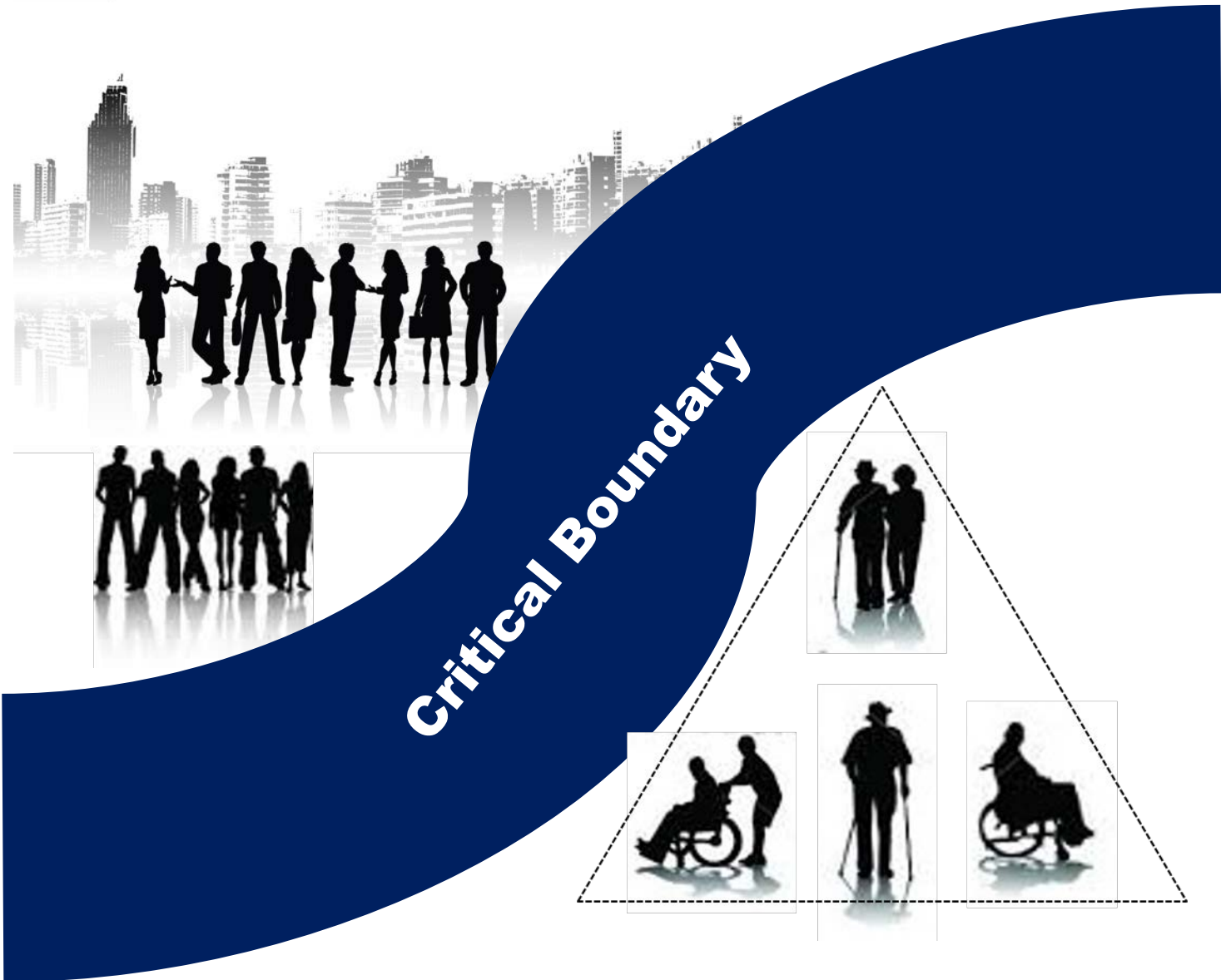
The challenge in treating and preventing gambling problems will be to find other activities that do the same thing, he said.”

# The Purposes of Human Services for People Who Require Long Term Support

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## **3. To offer needed help in ways that support and strengthen community competence:**

- Supporting family and friends who care
- Strengthening links to community networks
- Expanding membership in community associations
- Increasing the openness of the local economy
- Improving the effectiveness and inclusiveness of services and benefits available to all local citizens



# Gifts

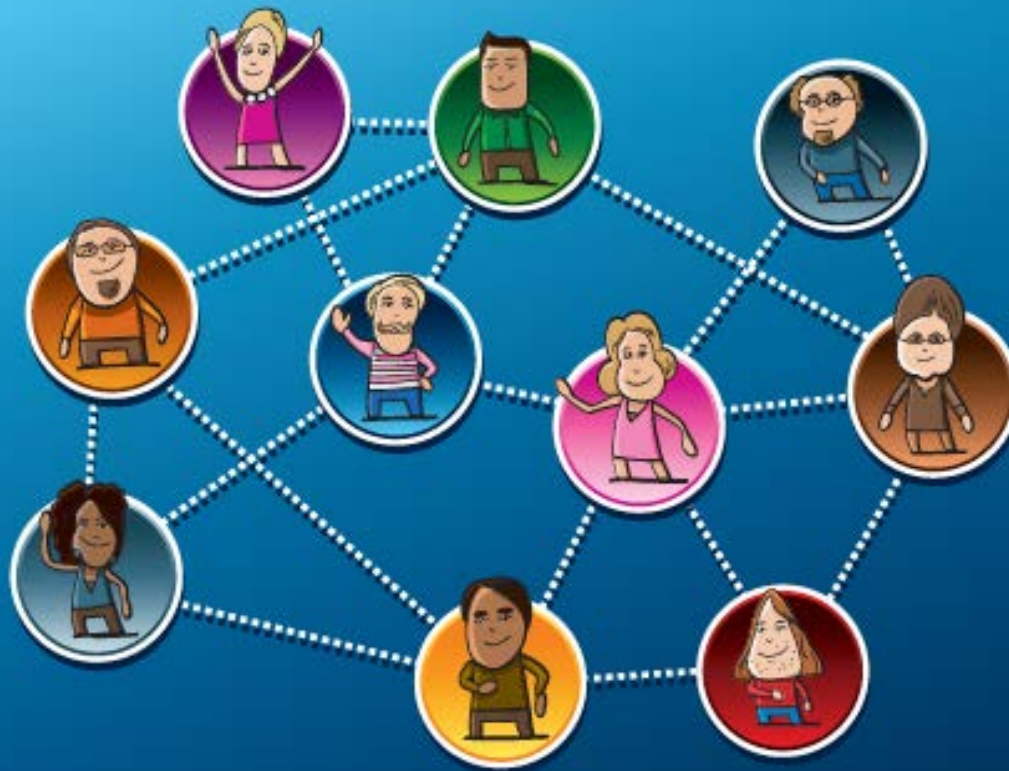


1. What does the person do well?  
What are their talents and abilities?
  2. What do others receive from knowing this person?
- Identifying gifts that can be contributed to others- can lead to valued roles

# Resources

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1. [New Friends manual](http://www.rtc.umn.edu/friends/): [www.rtc.umn.edu/friends/](http://www.rtc.umn.edu/friends/)
2. Friendship and Community Connections Between People with and without Developmental Disabilities, by Angela Novak Amado, [www.amazon.com](http://www.amazon.com)



# Friends

Connecting people with disabilities  
and community members

Angela Novak Amado, Ph.D.

**rtc** on community living

UNIVERSITY OF MINNESOTA  
**Driven to Discover™**

What's one idea you see

YOU can pursue?

# Friendship/Community Connections/Valued Social Roles

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*If you are interested in more information:*

Angela Novak Amado, Ph.D.

Institute on Community Integration

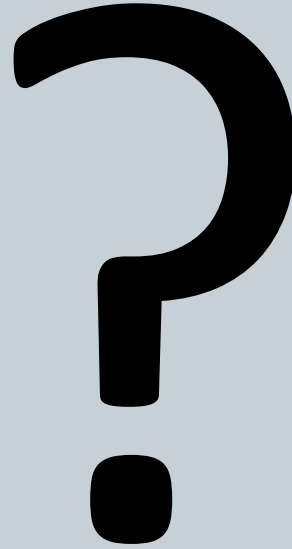
University of Minnesota

651-698-5565

[amado003@umn.edu](mailto:amado003@umn.edu)

# Questions, Feedback, Comments?

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Questions: Use Q&A Panel and send to "All Panelists"

# Where to Find Help Now?

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- Bulletins

- [http://www.dhs.state.mn.us/main/id\\_000305](http://www.dhs.state.mn.us/main/id_000305)

- Lead Agency Review Website

- <http://www.minnesotahcbs.info/>

- E-List Announcements

- [http://www.dhs.state.mn.us/main/id\\_000677#](http://www.dhs.state.mn.us/main/id_000677#)

- CBSM Main Page

- [http://www.dhs.state.mn.us/main/id\\_000402](http://www.dhs.state.mn.us/main/id_000402)

# Survey

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Please take a moment to let us know your thoughts.

- Take our [Survey](http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=146161421756):  
<http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=146161421756>

# Meeting Wrap

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Audio from today's session will be available beginning tomorrow morning by dialing:

855-859-2056

Conference ID:

95433206

If you have questions following the session, email to [DSD.responsecenter@state.mn.us](mailto:DSD.responsecenter@state.mn.us)

# Meeting Wrap

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**Thank you for attending!**