

Support Planning Professionals Learning Community (SPP LC)

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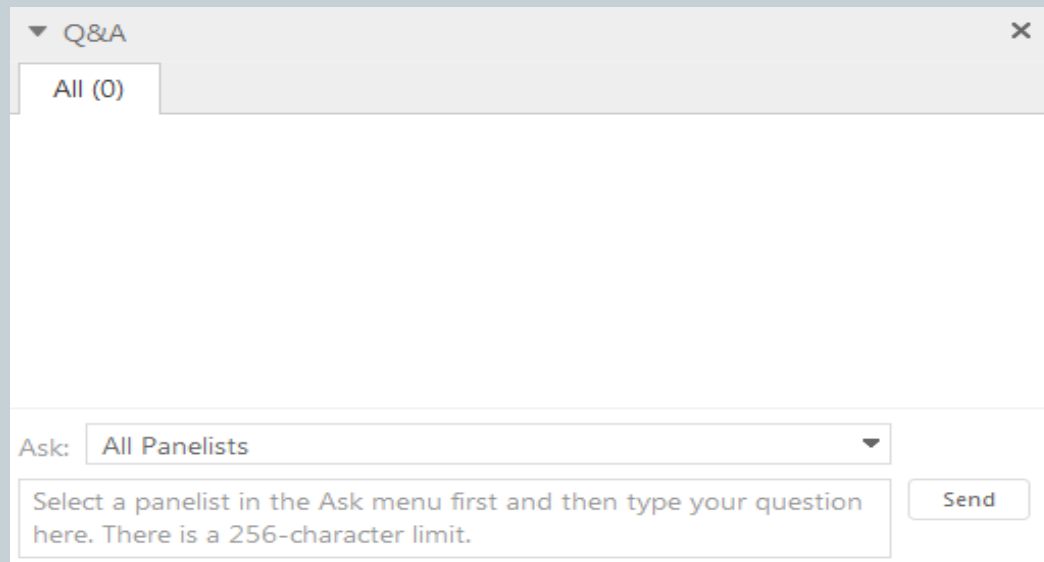
AUGUST 31, 2016

MINNESOTA DEPARTMENT OF HUMAN SERVICES

Welcome

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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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- Person Centered, Informed Choice and Transition Protocol Webpage
- Olmstead Plan Webpage
- Person Centered Principles: Tools for People
- Meaningful Outcomes

Websites

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Person Centered Webpage

Olmstead Plan Webpage

Person Centered Principles: Tools for People

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AMANDA NICKERSON

Objective

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Create a communication **PLATFORM**

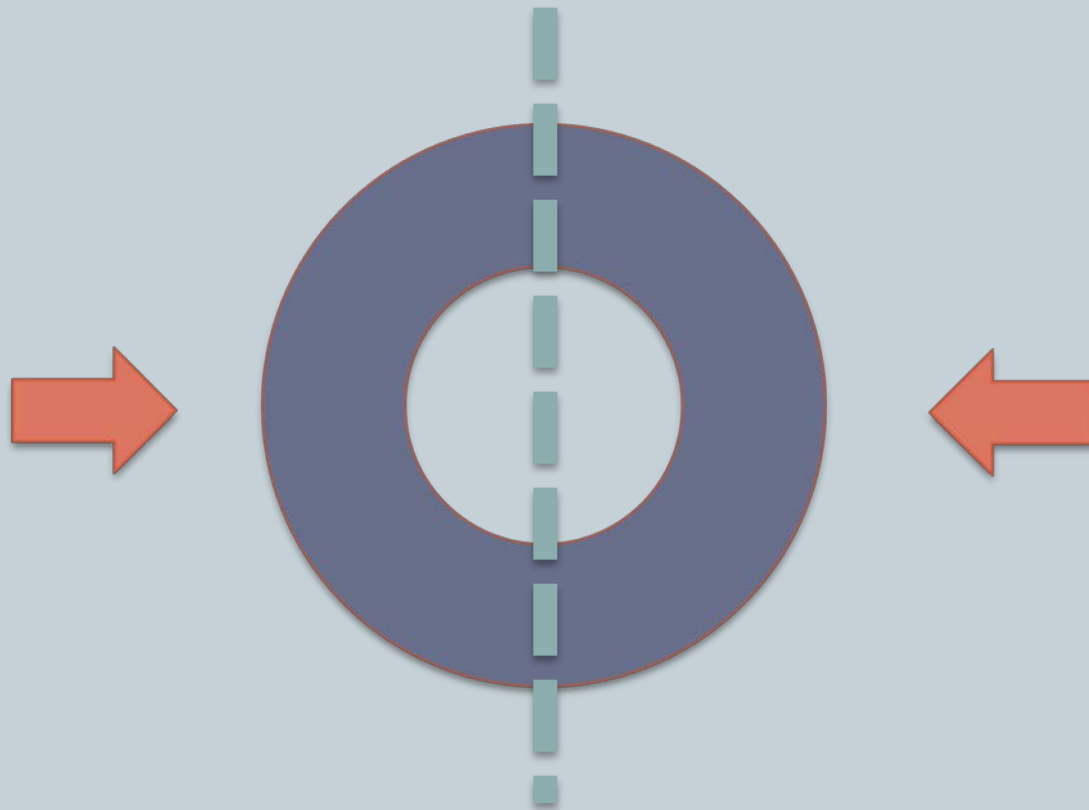
for **people with disabilities**, their families and guardians

to help them understand **Person Centered PRINCIPLES** and **READY/ACTIVATE THEM** to engage in the process.

The Opportunity

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Bring the two halves together



Process

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Primary Research – Interviews and Focus Groups

DHS

Mental Health

DSD

Aging

Stakeholders

Support Planners

ICI

ARC

Participants

Consumers

Families

Secondary Research – Interviews and Focus Groups



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

Start the Conversation

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- Great way to introduce person-centered principles
 - Go over together
- Distribute
- Send before a meeting, or assessment

What does person-centered mean for me?

An introduction.



How to build meaningful outcomes

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BETSY GADBOIS – DIRECTOR OF PERSON CENTERED
PRACTICES OWAKIHI INC.
STACY DANOV PHD LP

245D Outcome Definition

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"Outcome" means the behavior, action, or status attained by the person that can be observed, measured, and determined reliable and valid.

245D Service Planning and Delivery

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Person-centered planning and service delivery.

- (a) The license holder must provide services in response to the person's identified needs, interests, preferences, and **desired outcomes** as specified in the coordinated service and support plan and the coordinated service and support plan addendum, and in compliance with the requirements of this chapter. License holders providing intensive support services must also provide outcome-based services according to the requirements in section [245D.071](#).
- (b) Services must be provided in a manner that supports the person's preferences, daily needs, and activities and accomplishment of the person's personal goals and service **outcomes, consistent with the principles of:**

245D Service Planning and Delivery

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- 1) person-centered service planning and delivery that:
 - (i) identifies and supports what is important to the person as well as what is important for the person, including preferences for when, how, and by whom direct support service is provided;
 - (ii) uses that information to identify **outcomes the person desires**; and
 - (iii) respects each person's history, dignity, and cultural background;
- (2) self-determination that supports and provides:
 - (i) opportunities for the development and exercise of functional and age-appropriate skills, decision making and choice, personal advocacy, and communication; and
 - (ii) the affirmation and protection of each person's civil and legal rights; and

245D Service Planning and Delivery

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(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;
- (ii) opportunities for self-sufficiency as well as developing and maintaining social relationships and natural supports; and
- (iii) a balance between risk and opportunity, meaning the least restrictive supports or interventions necessary are provided in the most integrated settings in the most inclusive manner possible to support the person to engage in activities of the person's own choosing that may otherwise present a risk to the person's

MN Olmstead Plan Outcome Definition

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- **Person-Centered Outcomes:** Achievement of what is most important to the person, in ways that work for them and build on their strengths. These supports help them connect to opportunities in the community as well as build relationships they care about. Person-centered services and supports make it possible for people to enhance their ability to achieve their goals.

Person Centered Informed Choice, Transition Protocol

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- **Person-Centered Outcomes:** Achievement of what is most important to the person, in ways that work for him or her and build on his or her strengths. These supports help the person connect to opportunities in the community as well as build relationships he or she cares about. Person-centered services and supports make it possible for a person to enhance his or her ability to achieve his or her goals and are measured through the person's quality of life.

Desired Outcomes

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Think about your life...

What is something you would like to do or learn in
the next year?

Desired Outcomes for People in my Office

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What would you most like to do or learn in the next year?

- I would like to go on an African safari
- I want to be healthier, maybe lose some weight
- I would love to get back into my art and work on my sketch portfolio
- I would like to purchase an embroidery machine
- I will convert an old building into a woodworking shop, compete with electrical power and heating
- I will pass the Housing Access Coordination Test!

Desired Outcomes for Parent Group

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- I want more time to myself – maybe I will read more
- I want to go to Paris
- I want to carry her bags through Paris
- I want to recreate my flower garden
- I want to pull out my guitar and play more
- I want to travel
- I want to spend more time with my grandkids

Learning from Person Centered Planning

1

- I want friends and I want them to hang out at my house
- I want to join a motorcycle club, that would be cool and I would be cool!
- I love shoes, I want to work at Footlocker
- I want to help others, I can mow grass and shovel snow
- I want to go swimming with Ben
- I want to go to Las Vegas and see the pirate ship at Treasure Island
- I want to learn to cook more foods
- I want to visit my mom in Florida
- I want to paint my room pink on top and purple on the bottom

Learning from Person Centered Planning

2

- I would like to see my high school friends
- I would like a husband, a baby, good friends, a dog, a cat and to see my mom and dad.
- I want to go to school because that's where the other kids are
- I want friends that can come to my house play games with me and go to Buffalo Wild Wings
- I want friends that can come over and cook gazpacho with me and go places with me.
- I want my son to belong. I want him to be with people that think he is awesome!

Actual Outcomes

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- Joe will apply deodorant independently 75% of the time before work
- Sandy will maintain a 1500 calorie a day diet
- Barb will clean her bathroom independently 98% of the time
- Arnold would like to increase his hygiene by washing his hands 2X per day
- Phil will put his clothing in the hamper 50% of all trials
- Carmen will complete 2 bedroom cleaning tasks per week

Why is it different?

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- Old models of service
- Stuck in pre-245D days where we focus on needs and deficits
- Teams are overly focused on safety
- It is easier to leave long standing goals
- We may not have provided enough training to the designated coordinators on writing outcomes that are desired and meaningful to the people we support
- We see the people we support differently (us vs. them)

How do we change?

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- Use discovery tools to find out what is important to the person
- Document our learning
- Use the annual planning meeting to plan with the person rather than a reporting meeting
- Develop positive support strategies rather than outcomes for areas the person needs support
- Think – Is the outcome positive and desired by the person?

How do we Change

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5 Values Experiences

- 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**

We get creative!

Person Centered Thinking

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Underlines and guides respectful listening which leads to actions, resulting in people who:

- Have positive control over the life they desire and find meaningful
- Are recognized and valued for their contributions to their communities
- Are supported in a web of relationships both natural and paid within their communities.

Thank You

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Meeting Wrap

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Thank you for attending!

Questions

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Where to Find Help Now?

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- [Person Centered Practices Webpage](#)

- <http://mn.gov/dhs/partners-and-providers/continuing-care/provider-information/person-centered-practices/>

- [Olmstead Plan Webpage](#)

- <http://mn.gov/dhs/general-public/featured-programs-initiatives/olmstead-plan/>

- [Bulletins](#)

- 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#

- [CBSM Main Page](#)

- 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=147215083239>

Meeting Wrap

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

855-859-2056

Conference ID:

66185627

If you have questions following the session, email to DSD.responsecenter@state.mn.us

Meeting Wrap

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Thank you for attending!