

Support Planning Professionals Learning Community (SPP LC)

1

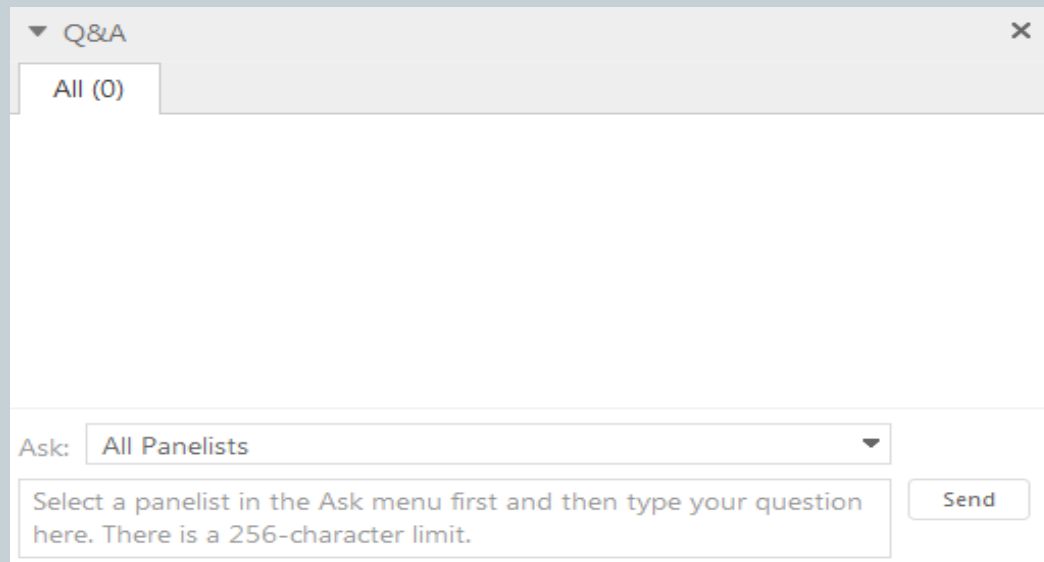
NOVEMBER 30, 2016

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

3

Lead Agency Review
Remediation extension

Meaningful Outcomes – Part 2

Meaningful Outcomes Part 2

4

BETSY GADBOIS, OWAKIHI INC
STACY DANOV PHD LP, DHS

Purpose and Outcomes for today

5

- To understand what our rules and regulations say about outcomes
- To define and describe what meaningful outcomes are
- To explore desired outcomes for people we support

Why are we doing this?

Who says what?



HCBS Rule from CMS

7

Home and Community-Based Services (HCBS) Rule from the Centers for Medicare and Medicaid Services (CMS)

Person Centered Planning Requirements:

- Results in a Person Centered plan with individually identified goals and preferences including those related to community participation, employment, income and savings, health care and wellness, education and others.

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HCBS Rule from CMS

8

Person Centered Planning Requirements:

- It will assist the person in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflect personal preferences and choices, and contributes to the assurance of health and welfare.
- The written plan must include goals and desired outcomes

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MN Olmstead Plan Outcome Definition

9

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.

245D Outcome Definition

10

- **“Outcome”** means the behavior, action, or statue attained by the person that can be observed, measured, and determined reliable and valid.

245D Service Planning and Delivery

11

Person-centered planning and service delivery

- (a) The license holder must provider 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
- (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 services outcomes

Person Centered Informed Choice, Transition Protocol

12

- **Definition of 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.

Person Centered Informed Choice, Transition Protocol

13

Essential Elements: Supports and Action Planning (Page 12)

- Supports and Action Planning Supports and Action Planning 1: Plan for person-centered supports (plan must include documentation of each of the following, unless determined and documented as unnecessary)
 - SAP1.B. Goals and desired outcomes to be achieved as related to the person's preferences and how he or she wants to live
 - SAP1.D. Action steps must align with the values, preferences and goals that the person identified in the discovery and learning process

Please fill out the following form. You can save data typed into this form. Highlight Existing Fields

Physician/Health Care Provider name	Phone number
1.	

Add Physician/Provider

Hospital name	Phone number
1.	

Add Hospital

Other contact information

Support Plan Goals

1. What is important to you?

2. What are your strengths?

Goals related to how you want to live your life	Target date (Include short-term and long-term goals)	Category

Add Goal

Action Steps for Goals

What will the person do?

What will the case manager do?

What will others do?



Desired Outcomes for People in my Office

16

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
- Quit my job and open a pizza shop (long term)
- I will pass the Housing Access Coordination Test!

Learning from Person Centered Planning

17

- 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

Actual Outcomes

18

- 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?

19

- Old models of service
- Stuck in the days where we focus on needs and deficits
- Teams are overly focused on safety, afraid of risk
- 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)

The Challenge Of Choice

20

It seems simple –

- Everyone has preferences, likes and dislikes, things they want to be present or absent

So just

- Ask people what they want

Then

- Help them get it

But. . .

21

- Questions about how you want to live require exploration and reflection. If you have never been asked they are hard to answer
- You may need to try new things to determine what you want
- If you communicate differently, we need to listen differently
- Past trauma impacts expressed choices
- What you want may present a risk we should not support

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And . . .

22

- Informed choice assumes:
 - You know what you want
- You know what is possible
 - What is possible includes what is desirable
 - You have experiences



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Our job is

23

- To help people have positive control over a life that they desire and find meaningful.
- Peoples contributions are recognized valued and supported
- People are supported in a web of relationships both natural and paid within their communities



Our job is

24

- To support people to develop outcome that are desired by them and lead to a life that is meaningful.



The Big Difference:

25

- Goals and outcome statements are NOT the same---
 - Goals are passive, hopeful, but not definitive. It's okay not to reach a goal.
 - Outcomes are about the results that are desired. Failure is not an option.

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Outcomes: what are they?

26

Specific description of the experience or situation that will exist **as a result of** the specific actions that are taken or support received. It is the *expected state*, not the current state.



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A service or support is NOT an outcome!

27

Examples that are NOT outcome statements:

- I want a day program.
- I want to go to physical therapy.
- I want speech therapy.
- I want to be in the workshop.

An Outcome Is . . .

28

An event, occurrence,
or condition that is present
AFTER
services and supports have
been provided

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Outcomes Thinking Compared to Goals

29

- Going on a date **vs** Learn Social Skills
- Practice self defense skills **vs** Increase physical activity
- Looking great for school **vs** Improve personal hygiene
- Get a job- develop employment/vocational skills **vs** Will increase productivity to 87%
- Put together family photo album **vs** Increase fine motor or increase on task behavior
- Visit my family **vs** Improve social skills and emotional expressions

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Outcomes Describe:

30

- What you aim to do: what you hope to accomplish by implementing a specific set of steps.
- The ultimate results, or impact, of your activities
- Changes the person hopes to achieve

Ask: What will the person GAIN from the supports and/or services you provide?

Outcome Examples

31

- Rosa volunteers at a day care center and gets to spend time with children and know that she is needed.
- Bernice sings with the choir on Sunday's so that she stays active.
- Tang delivers mail at the hospital in order to gain job skills.
- Carol organizes photos from weddings and parties into small albums and gives them as gifts to her friends and family.
- Jake has a strong relationship with his family so that he feels safe.

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Quality of Life Outcomes (Blue) vs. Traditional Curriculum (Red)

32

- **Havi exercises in Zumba Class at the YMCA so that she meets new friends and stays fit.**
- ***Havi will exercise three times a week with verbal prompts for 6 consecutive months by 12/08.***
- **Jenny takes a class at the Community College of Aurora so that she can meet new people and learn how to prepare healthy, tasty meals.**
- ***Jenny will participate in 1 social/recreational outing a week with staff supervision until 12/08.***

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Fundamental to Supporting People: (core responsibilities - NOT OUTCOMES)

33

- Washing hair
- Setting the table
- Making a sandwich
- Using a fork
- Tying shoes
- Brushing teeth
- Combing hair
- Shaving
- Getting dressed
- Staying on task
- Counting money
- Toileting
- Doing laundry
- Using zippers
- Dialing the phone
- Applying deodorant

Management Support Solutions Inc. June 2006
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Practice Outcome Statements

34

This is what people said-

- I want friends and I want them to hang out at my house
- 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 learn to cook more foods
- I want to visit my mom in Florida

What could be an outcome?

- ?
- ?
- ?
- ?
- ?
- ?

Practice Outcome Statements

35

This is what people said-

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- I want to visit my mom in Florida

Here are some examples-

- Bill's friends come to his house once a week to hang out
- Denise works at the local shoe store
- Jim shovels his neighbors walk in the winter
- Sue goes swimming at the YMCA with her brother Ben
- Jamal cooks new recipes each night for dinner
- Sara plans a trip to Florida to be with her mom

Try it out

37



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

Contact info

38

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Where to Find Help Now?

39

- [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

40

Please take a moment to let us know your thoughts.

- Take our [Survey](#):

<http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=148044532509>

Meeting Wrap

41

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

855-859-2056

Conference ID:

24389256

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

Meeting Wrap

42

Thank you for attending!