

Organizational Implementation of Person-Centered and Positive Support Practices



Minnesota Department of Human Services

Application For Technical Assistance
February 23, 2017

Presenters from ICI

- Rachel Freeman
- Barb Kleist
- Erin Watts
- Anne Roehl
- Mark Olson
- Merrie Haskins
- Claire Benway

Purpose

- Overview of Organization-Wide Technical Assistance Opportunity
- Experienced Organization-Wide Team Members Share Their Perspectives
- Application Summary and Key Elements
- Questions and Answers



Overview of Organization-Wide Technical Assistance Opportunity



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Positive Supports Defined

Refers to All Practices that Include the Following Characteristics:

- 1) Person-Centered Interventions that Demonstrate Cultural Competence and Respect for Human Dignity
- 2) Evidence-Based and Promising Practices
- 3) Include Strategies for Ongoing Assessment and Monitoring at Individual and Organizational Levels
- 4) Are Often Implemented in Combination with More than One Practice



Positive Support Examples

- **Person-Centered Thinking/Planning – Foundational**
- Positive Behavior Support
- Applied Behavior Analysis
- Assertive Community Treatment
- Cognitive Behavior Therapy
- Dialectical Behavior Therapy
- Motivational Interviewing
- Systems Of Care
- Wraparound Planning
- Trauma Informed Practices
- School-Linked Mental Health

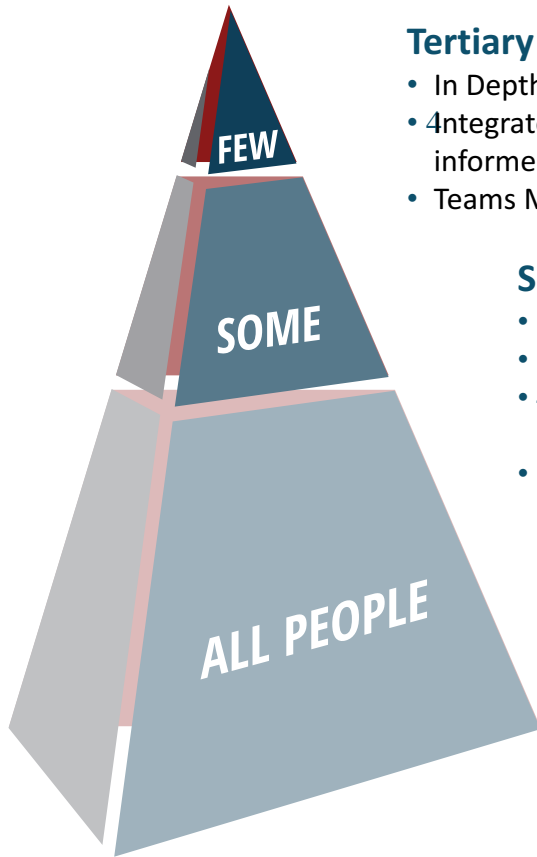
Creating a Person-Centered Foundation



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Implementing Organization-Wide Planning

Person-Centered Practices & Planning



Tertiary Stage

- In Depth Person-Centered Plans
- Integrated Plans (PCP, PBS, Trauma-informed Therapy)
- Teams Monitor Plan Progress

Secondary Stage

- Monitor PCT Action Plans
- Additional Quality of Life Strategies
- Increase Strategies for Supporting Independence and Community Involvement
- Mental Health and Wellness Interventions

Primary Stage

- Universal Person-Centered Strategies
- Encourage Self Expression
- Self-Determination and Choice Making
- Meaningful Participation in the Community

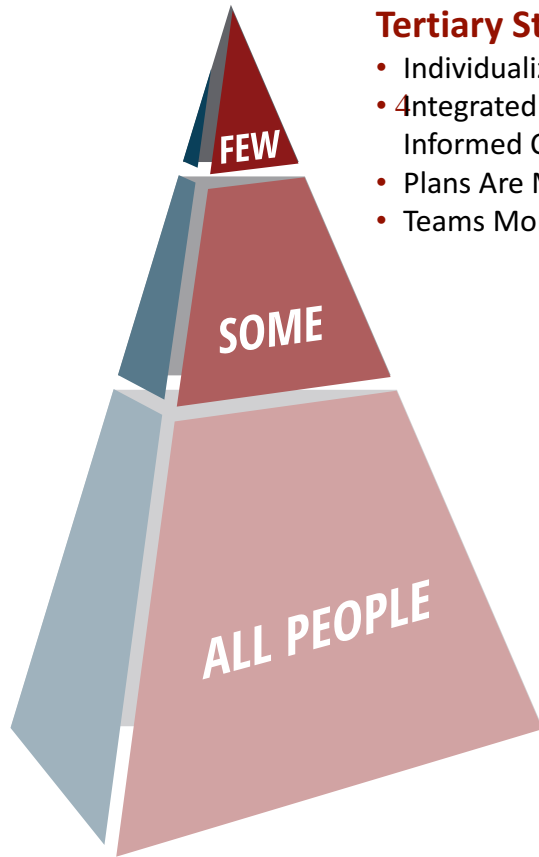
Positive Behavior Support

Person-Centered Practices & Planning

Organizational Workforce

Implementing Organization-Wide Planning

Positive Behavior Support



Tertiary Stage

- Individualized PBS Plans
- Integrated with Other Positive Supports (PCP, Trauma-Informed Care, DBT, Etc.)
- Plans Are Monitored- Data-Based Decision Making
- Teams Monitor Progress of Each Person

Secondary Stage

- Early Intervention and Data Monitoring
- Additional Supports for Key Social Skills
- Function-Based Decisions
- Simple Interventions
- Mental Health and Wellness Interventions

Universal Stage

- Teach and Encourage Communication
- Predictable and Proactive Settings
- Encourage and Reinforce Social Skills
- Consensus-Based Team Focus
- Emphasis on Using Data For Decisions

Positive Behavior
Support

Person-Centered
Practices & Planning

Organizational Workforce

Implementing Organization-Wide Planning

Organizational Workforce Development

Tertiary Stage

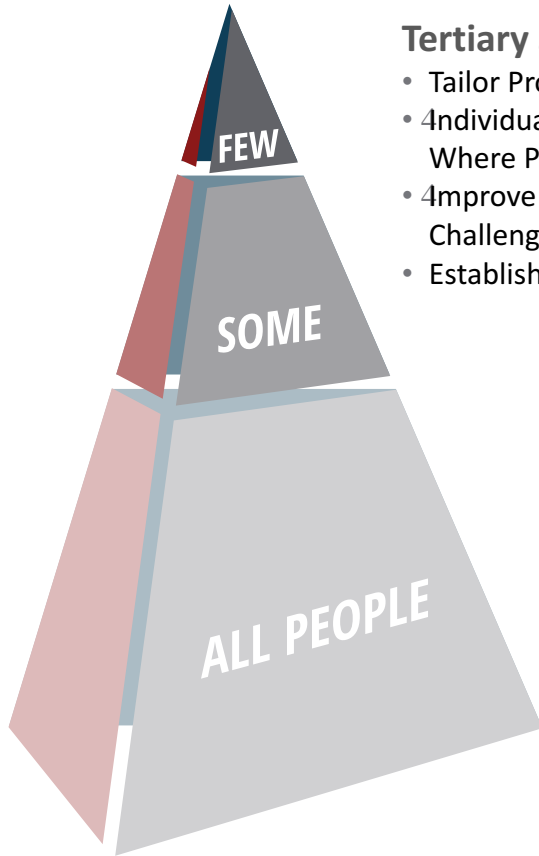
- Tailor Problem Solving for Specific Problematic Situations
- Individualize Training and Mentoring to Address Unique Settings Where Problems Occur
- Improve Supervision and Mentoring for Locations Experiencing Challenges
- Establish Matching/Hiring Tailored to Individualized Plans

Secondary Stage

- Monitoring and Early Intervention
- Training Targeted for Groups
- Targeted Strategies to Improve Specific Settings
- Simple Problem Solving for Challenging Situations That Occur in More Than One Situation

Universal Stage

- Align Policies to Person-Centered Practices
- Revise Job Descriptions, and Performance Evaluations
- Integrate Person-Centered Practices and PBS With New Orientation and Ongoing Instruction
- Use Data for Decision Making



Positive Behavior Support

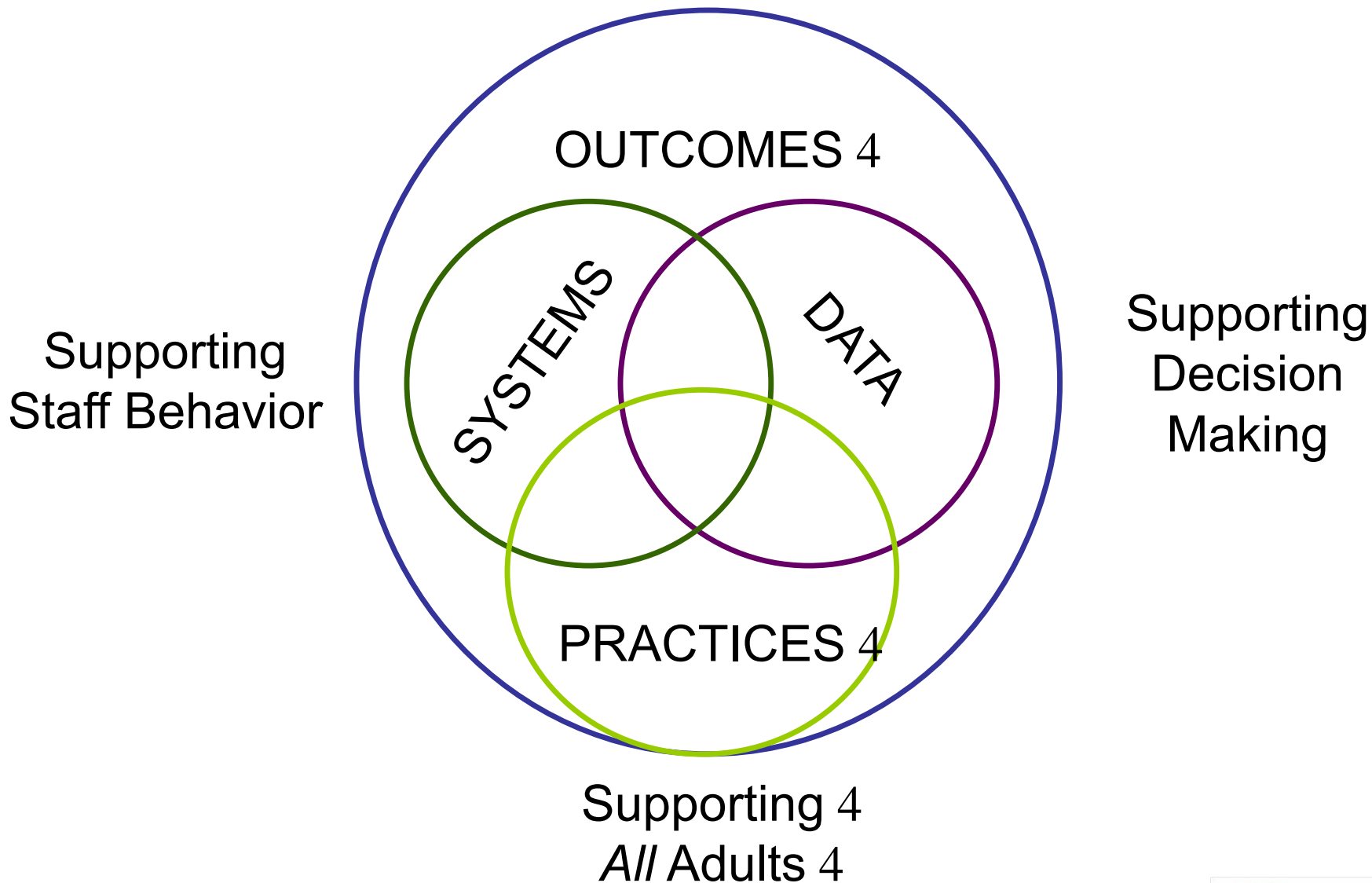
Person-Centered
Practices & Planning

Organizational Workforce

Overview Of Training Components

1. Person-Centered Thinking (PCT)/Picture of a Life (PoL) Planning Training
2. Positive Behavior Support (As Applicable to the Agency)
3. Organization-Wide Team Planning Can Be Used to Integrate Other Positive Supports

Improving Quality of Life *



Implementing Organization-Wide Planning

Person-Centered Practices & Planning

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Positive Behavior Support

Person-Centered Practices & Planning

Organizational Workforce

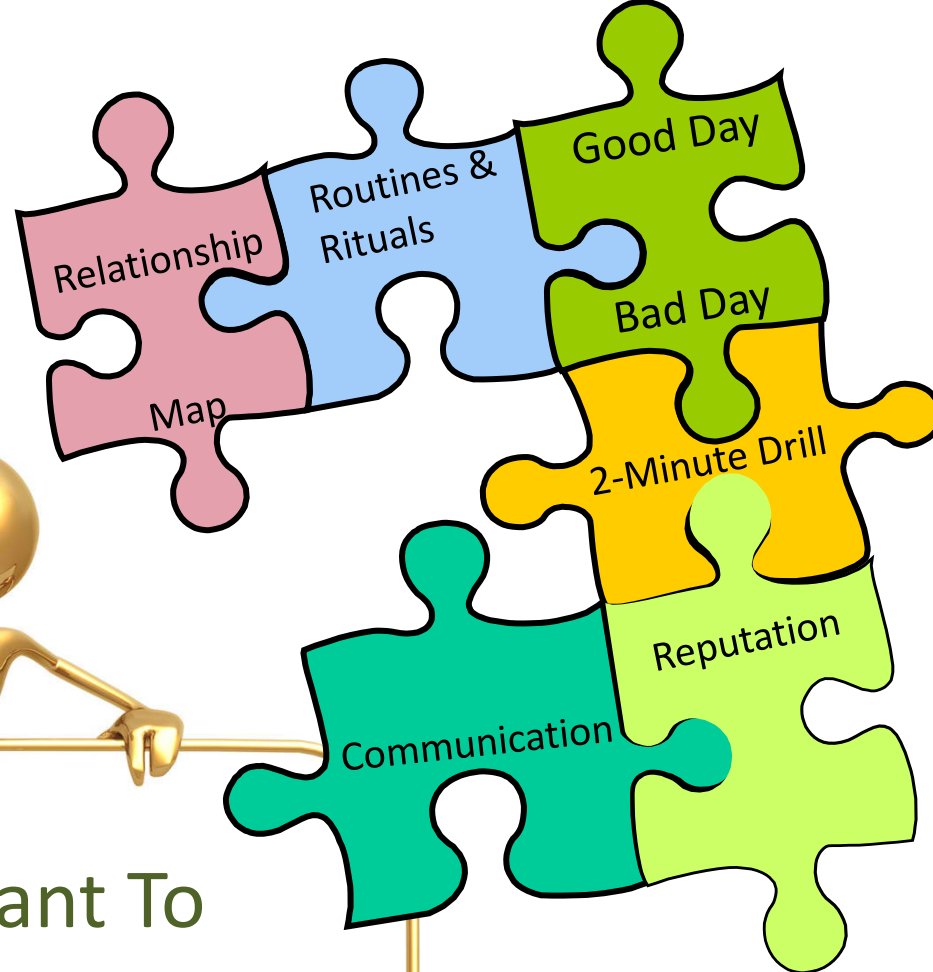
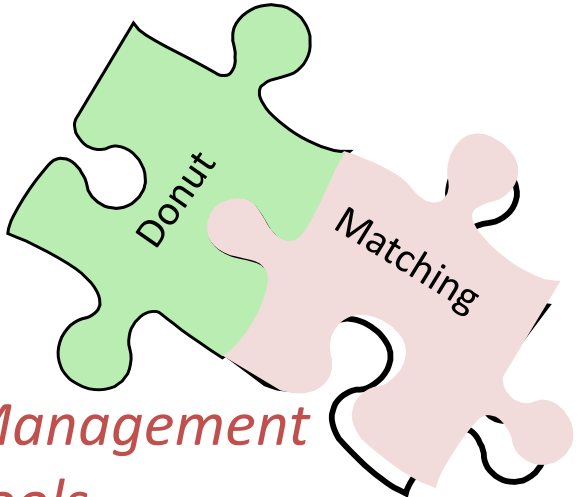
SOME

ALL PEOPLE

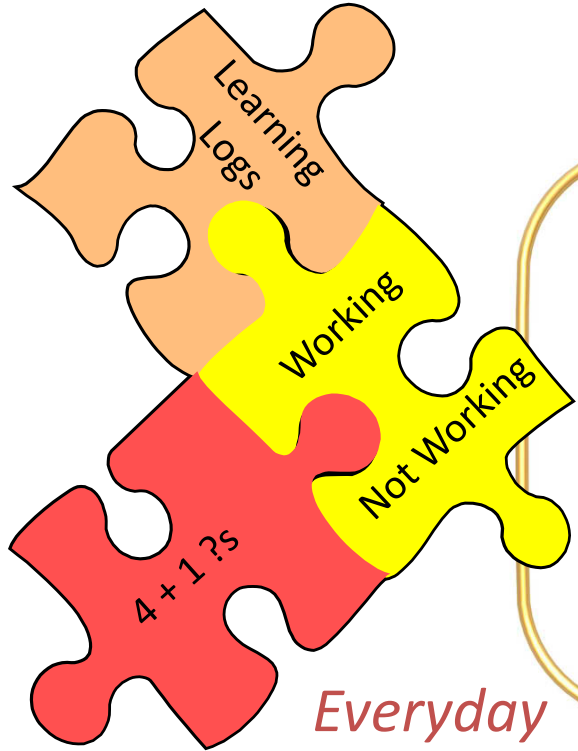
Year 1



Management Tools



*Discovery/
Listening Tools*



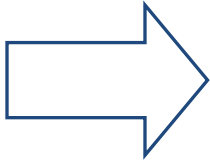
Everyday Learning Tools

Important To
Important For &
The Balance
Between



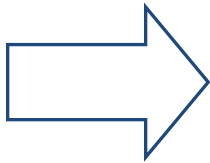
Levels of Change

Level 1



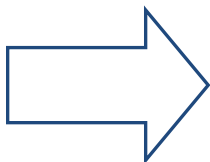
Any changes that results in a positive difference in the lives of people who use services or in your own work life.

Level 2



Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people.

Level 3



Any change in practice, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives.

Making Our Vision Reality

“[...] vision without systems thinking ends up painting lovely pictures of the future with no deep understanding of the forces that must be mastered to move from here to there.”

[Peter M. Senge, The Fifth Discipline: The Art & Practice of The Learning Organization](#)

Finding Our Champions

*“...We need a critical mass of leaders
at all levels of the system...”*

-Michael Fullan



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Roles With Technical Assistance

- Regional Team
- Coaches
- Key Contact
- Trainers

Organization Team Main Activities -within Each Agency

- 4Form an Organization-Wide Team that Represents All Stakeholders
- 4Assess Readiness and Buy-In
- 4Complete a Self-Assessment (Person-Centeredness, PBS, etc.)
- 4Create an Action Plan
- 4Use Data for Decision Making
- 4Make Changes to Improve Outcomes
- 4Build Capacity for Internal/Regional Training

Training Days

May, 2017 Thru March, 2018

- 45 Days For Agency Teams
 - Kick-Off
 - 2 Days Of Self Assessment
 - 1 Day Of Monitoring Practices
 - 1 Day Of Sustainability
- 46 Training Days For Coaches
- 42 Days For Key Contacts + 3 Conference Calls

PCT/PCP Trainings

- 4-Day Person-Centered Thinking Training
- 4-Day Person-Centered Planning
(Picture Of A Life)
- 4 Coaches Training (6 Days Over 10 Months):
Implementing PCT Tools

Positive Behavior Support Facilitators

- 42-4 People Within the Organization
- 4Goal is to Build Capacity for PBS
- 4Applied Support Implementing Primary, Secondary, and Tertiary Stages

Awareness Training

- 42-Hour Webinar/Onsite Training

PBS Time Investment

- 4Six 2-Hour Webinars (Anyone)
- 4Six 2-Hour Webinars and Full Day Trainings (Anyone)
- 44-5 Onsite Visits from Trainers to Facilitate
 - 4Person-Centered Plan
 - 4PBS Plan

Assumptions

- **Each Planning Team Is Unique**
 - Organization/County/Public Health etc.
 - Rural/Urban
- **Create a Plan That Is Manageable**
 - Build on Strengths of Organization
 - Work Smarter Not Harder
 - Based on Available Resources
- **Action Plans Will Reflect Organizational Needs**



Experienced Organization-Wide Team Members Share Their Perspective



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Agency Representatives

West Central Minnesota

- Horizon Health - Kay Lagrade
- Douglas County – Tabitha Kremmin

Northeast Minnesota

- St. Louis County - Amy Patenaude, Brian Chilberg
- Trillium – Josh Howie

Questions And Answers

1. What Have You Learned from the Training?



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Questions And Answers

1. What Have You Learned from the Training?
- 2. What Have You Changed about Your Organization?**



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Questions and Answers

1. What Have You Learned from the Training?
2. What Have You Changed about Your Organization?
- 3. What Have You Liked the Most about the Training?**



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Questions And Answers

1. What Have You Learned from the Training?
2. What Have You Changed about Your Organization?
3. What Have You Liked the Most about the Training?
- 4. What Advice Would You Give to Agencies Considering Applying?**



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Application Summary And Key Elements



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Identifying The Right People For Participation

- **Importance of Administrator Involvement**
- **Selecting Staff For Training**
 - Key Contacts
 - Leaders
 - Person-Centered Thinking Trainers
 - Picture of a Life (PoL) Planners
 - Picture of a Life (PoL) Trainers
 - PBS Facilitator
 - Coaches (Confirmed After Agency Selection)
- **Major Focus: Capacity Building**

Criteria For Scoring Applications: Each Agency – Part 1

- Commitment to Person-Centered Supports:
15 points
- Agency's Capability/Capacity to Fulfill on the
Project Structure and Intention: **20 points**
- Participation of Families and People Who
Receive Services: **5 points**

- 4 Individual agency scores will be totaled and divided by the number of applicant agencies in that group
- 4 Then, up to 40 additional points will be added to the group's application – according to the following:

Criteria for Scoring – Part 2:

Additional Points for the Joint Group Application

- **Commitment to Collaboration Within the Region: 15 points**
(Lead Agency With 3-4 Providers (preferred), or
Several Provider Agencies)
- **4 Region's Capacity and Need: 15 points**
- **4 Within the Joint Application, Willingness to Support People at Highest Risk Of Restrictions (Even If Not Currently Doing So) with Capacity/Commitment to Fulfill PBS or Other Best Practices: 5 points**
- **4 Within the Joint Application, Capacity To Impact Diverse Groups: 5 points**
 - 4Types Of Services
 - 4Diverse Service Populations
 - 4Cultural Diversity

Other Considerations

- **Staff Already Participated in Related Trainings**
 - PCT 2-Day Training
 - PCT Trainers
 - PBS Cohort or other PBS training
- **Scope of Impact**

Select Staff to Participate in Ways That Will Guide Action Planning

If Your Organization Is Selected, We Will Work with You to Create a Plan That Fits Your Needs



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Considering Where to Start

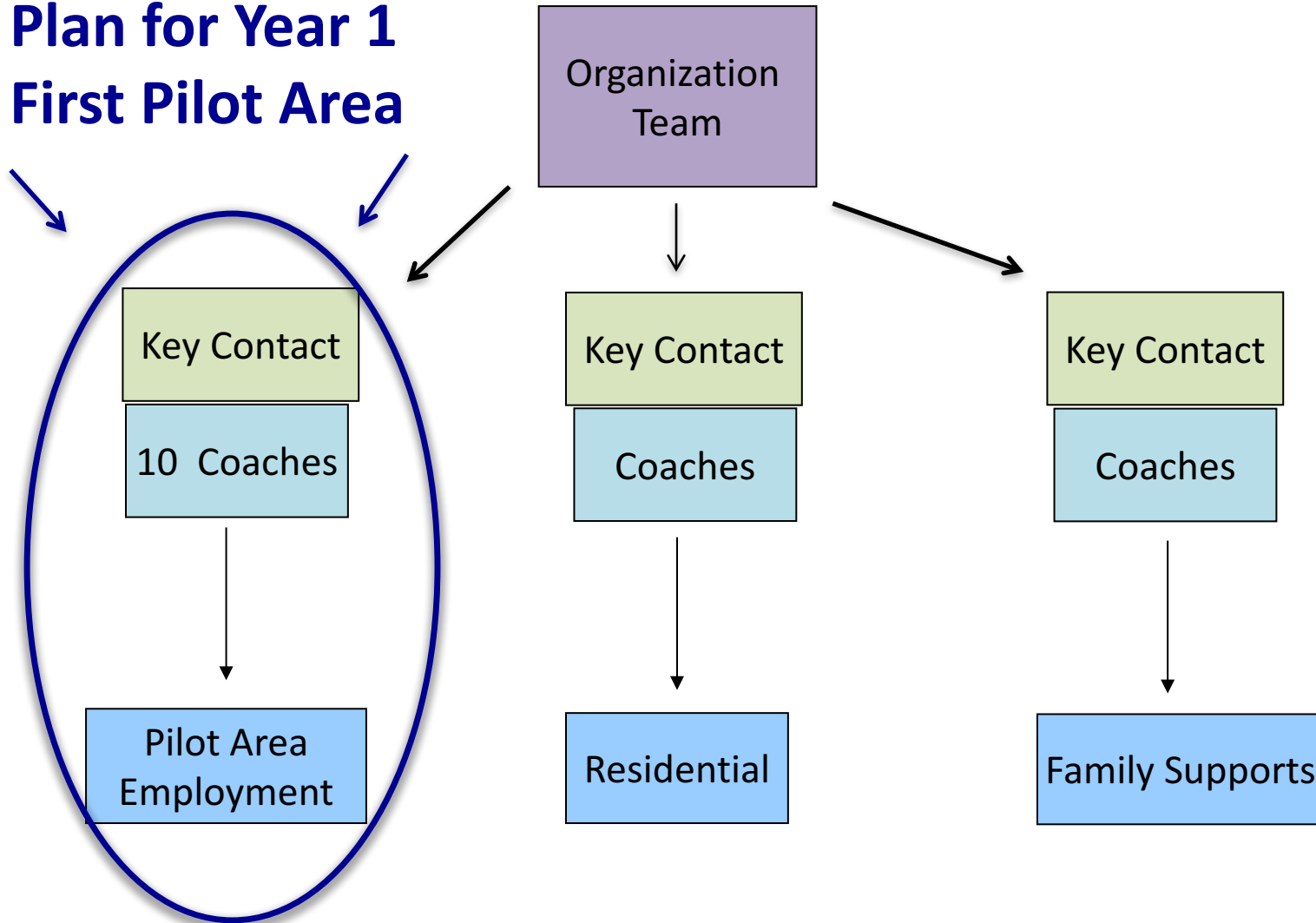
- **Organizational Mapping (If a Large Agency)**
 - Types of Service
 - Geographic Areas
- **Coach Considerations**
 - What Jobs/Roles Do Coaches Have?
 - Will They Have Time to Support Staff?
 - Do They Have Gift, Passion and Opportunity?
- **Where Will You Start?**
 - Coaches Support Each Other
 - How Many Staff Members Does a Coach Interact with Regularly?

Example 1

Considering a Plan that Works

Larger Organizations -- One Geographic Area

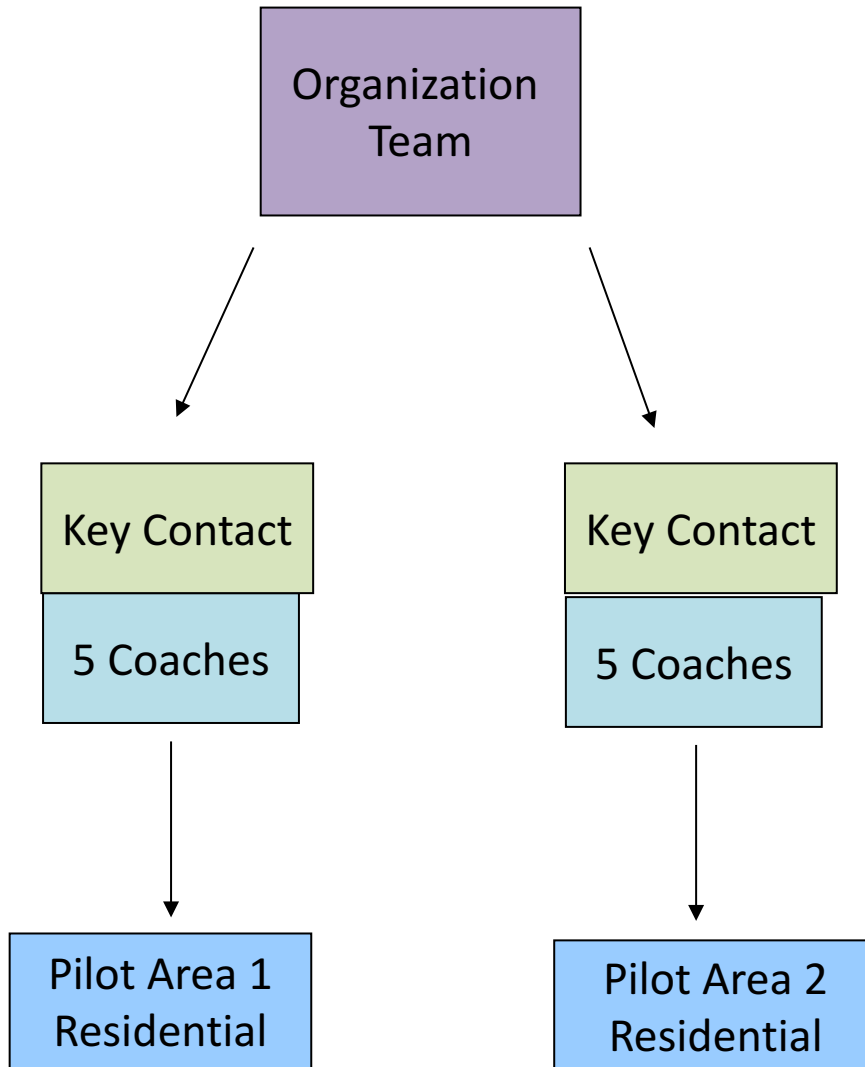
Plan for Year 1
First Pilot Area



Example 2

Considering a Plan that Works

Larger Organizations --One Geographic Area



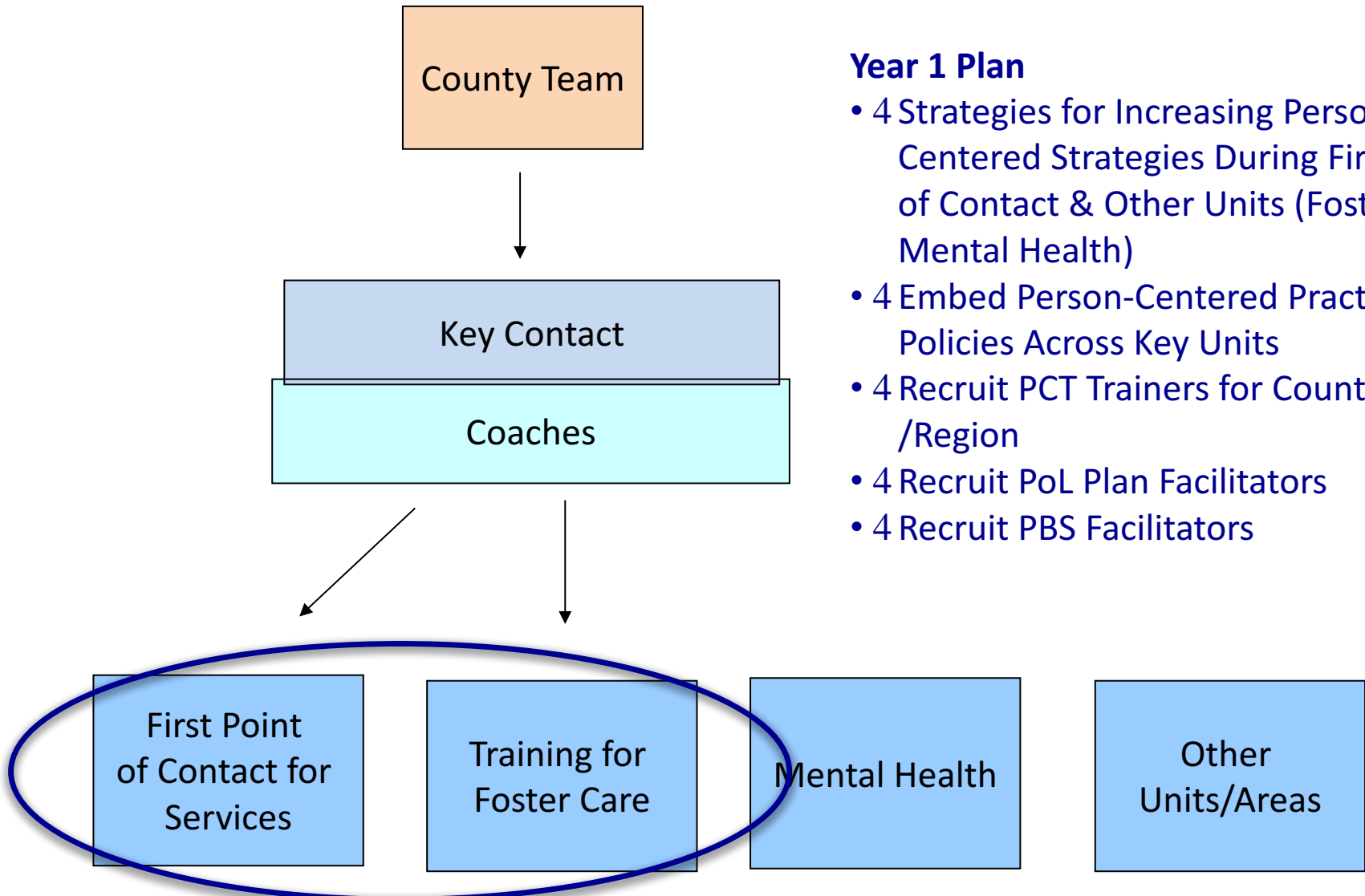
Year 1 Plan

- 4 Align/Embed Person-centered Practices and PBS Across Organization
- 4 Integrate Positive Support Training
- 4 Establish Consensus-Based Planning in Pilot Area Using Tools and Strategies
- 4 Build Trainer Capacity
- 4 Use Information to Work Smarter Not Harder

Example 1

County Planning

Considering a Plan that Works



Year 1 Plan

- 4 Strategies for Increasing Person-Centered Strategies During First Point of Contact & Other Units (Foster Care, Mental Health)
- 4 Embed Person-Centered Practices into Policies Across Key Units
- 4 Recruit PCT Trainers for County /Region
- 4 Recruit PoL Plan Facilitators
- 4 Recruit PBS Facilitators

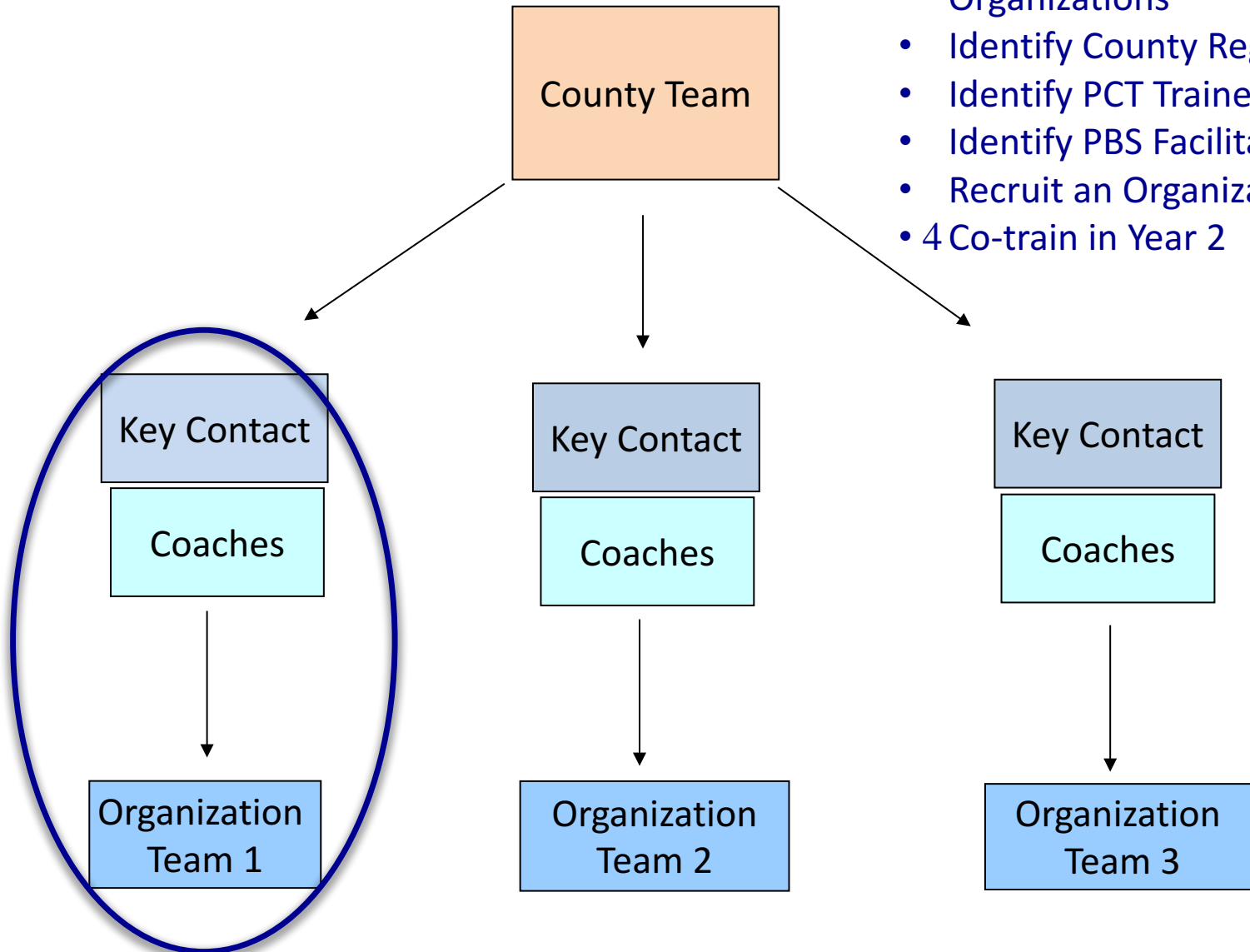
Example 2

County Planning

Considering a Plan that Works

Year 1 Plan

- 4 Introduce Key Features of Organization-wide Planning to Organizations
- Identify County Regional Trainer
- Identify PCT Trainers
- Identify PBS Facilitator
- Recruit an Organization to Pilot
- 4 Co-train in Year 2



Key Dates For Technical Assistance

- Informational Conference Call March 10, 2017
9:30 – 10:30 a.m.
- Application Due Date:
 - March 27, 2017
- Notification of Selection:
 - Late April, 2017
- PCT Trainings For Staff:
 - Early May, 2017
- Technical Assistance Launch:
 - Late May, 2017



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Submission & Questions

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Questions and Answers



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