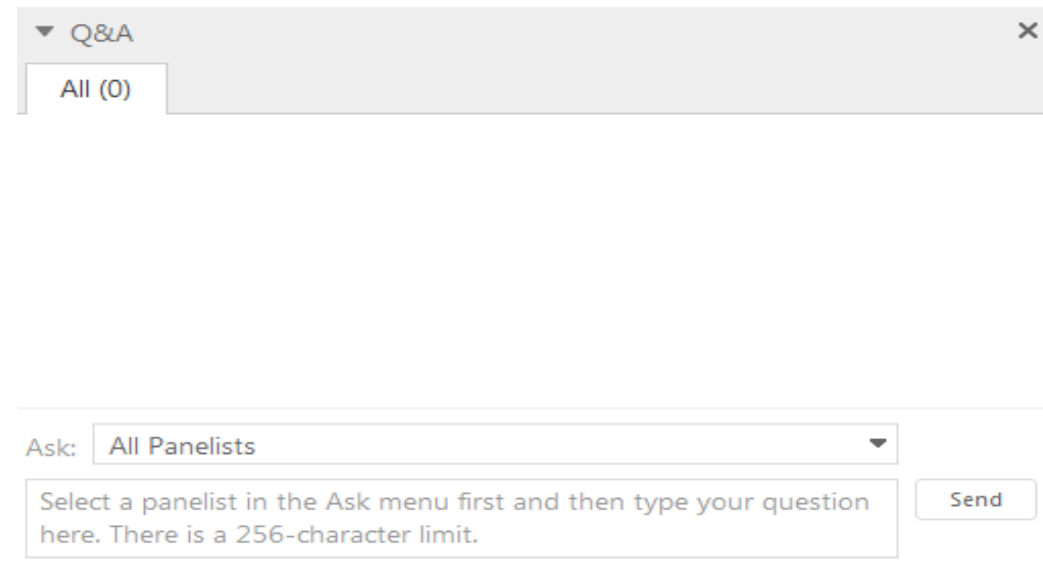




Support Planning Professional Learning Community (SPP LC)

September 27, 2017

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, there 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 containing the instruction: "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.

Announcements

Disability Hub MN Virtual Insight Panel (VIP)

Empowering choice and balancing risk

Long-Term Services and Supports (LTSS) Improvement Tool

- The tool is a set of questions asked at the person's mid-year visit with their case manager or at their annual reassessment for those who do not have a case manager (PCA only).
- The goal of the tool is to better understand people's experiences with their services and improve service responsiveness and to standardize data sources for the purpose of federal reporting requirements.
- Location: MnCHOICES Support Plan application
- Launch date: October 30, 2017
- Webinar: November 1, 2017 (eList announcement to come)

Minnesota Gathering for Person-Centered Practices

- November 7 – 8
- Edinburgh Golf Course in Brooklyn Park

Minnesota Association of Resources for Recovery and Chemical Health (MARRCH)

- October 30 – November 1
- St. Paul RiverCentre

Using Person-Centered Practices in Support Planning

Five additional dates and locations for this training workshop:

- October 24th, 2017: Austin
- November 6th, 2017: Grand Rapids
- November 16th, 2017: Worthington
- December 1st, 2017: St. Paul
- December 8th, 2017: St. Cloud



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Disability Hub MN Virtual Insight Panel (VIP)

Linda Wolford and Nina Fernandez | Disability Services Division



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HUMAN SERVICES**

Questions?

DSD.ResponseCenter@state.mn.us



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Empowering choice...and balancing risk

Anne Roehl | Director of Services in Minnesota | Mains'l Services

Welcome and Introductions

- **Think about your life...**

- ✓ What is the last risk you took?
- ✓ Why did you take it?
- ✓ How do YOU decide if something is TOO risky?

IMPORTANT TO
AND
IMPORTANT FOR
AND
THE BALANCE BETWEEN
THEM

Important TO

What is important to a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy. It includes:

- People to be with /relationships
- Things to do & places to go
- Rituals or routines
- Rhythm or pace of life
- Status & control
- Things to have

Important TO

- Includes what matters the most to the person – their own definition of quality of life
- What is important to a person includes only what people “say” either:
 - with their words
 - with their behavior

*When words and behavior are in conflict,
pay attention to the behavior and ask “why?”*

Important FOR

- Issues of health:
 - Prevention/Treatment of illness / medical conditions
 - Promotion of wellness (e.g.: diet, exercise)
- Issues of safety:
 - Environment
 - Well being ---- physical and emotional
 - Free from Fear
- What others see as necessary to help
 - The person be valued , and
 - Be a contributing member of their community

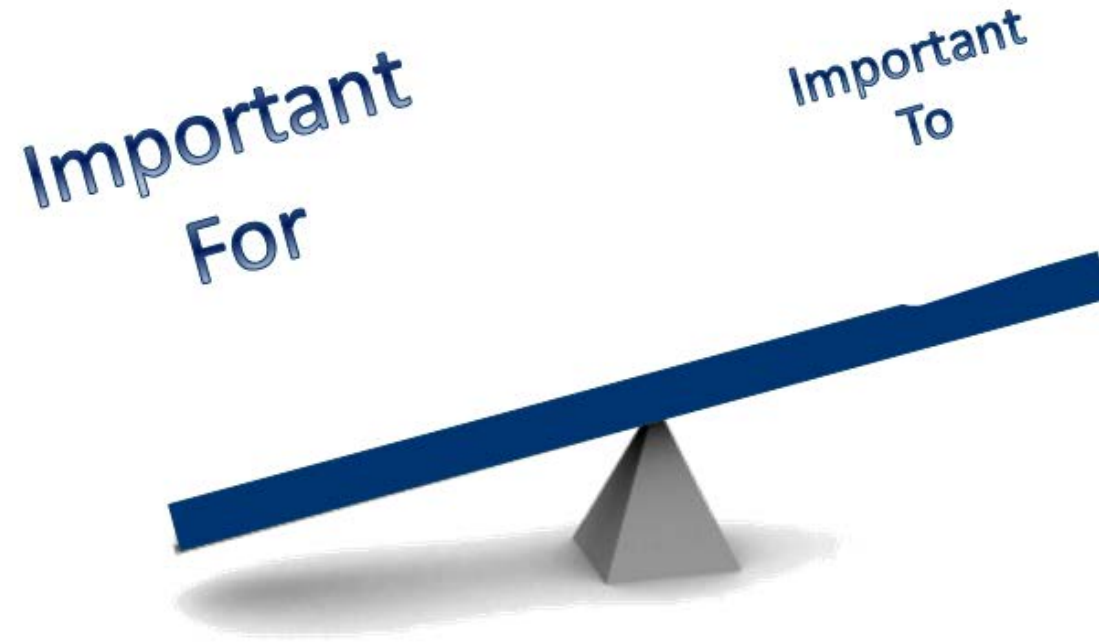
Important To and For are Connected

- Important to and important for influence each other
- No one does anything that is “important for” them (willingly) **unless** a piece of it is also “important to” them

Balance is dynamic (changing) and involves tradeoffs:

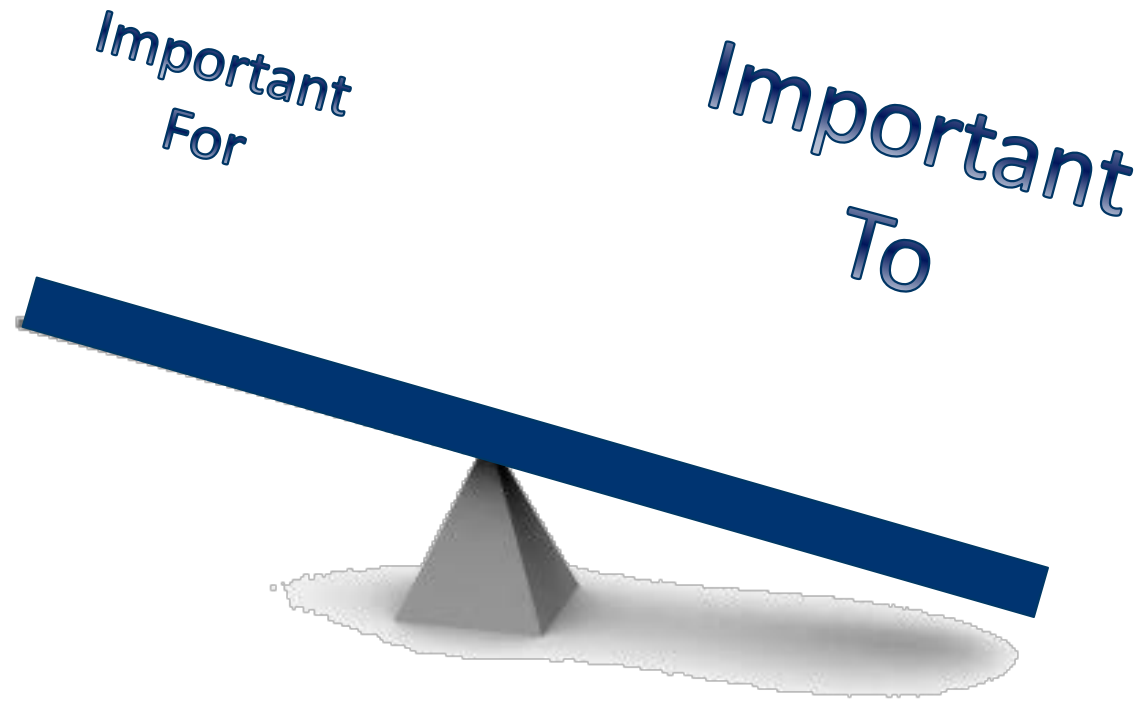
- *Among the things that are “important to”;*
- *Between important to and for*

Health & Safety Dictate Life



- Health & Safety
- Being Valued

All Choice No Responsibility (can be dangerous)



- People
- Status & Control
- Things To Do
- Routines
- Places To Go
- Thing To Have

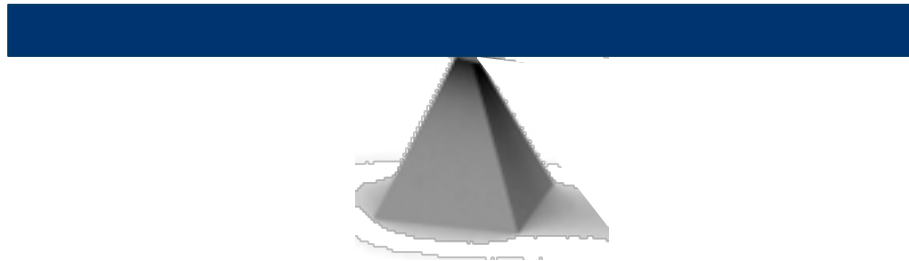
Balance is unique to all of us

Important For

- Health & Safety
- Being Valued

Important To

- People
- Status & Control
- Things To Do
- Routines
- Places To Go
- Things To Have



But what about risk??



**Do NOT
ignore the
guys in the
hazmat
suits!**

**Of course, some
risk is just not
okay...**



But, did you know...

- A cow is more likely to kill you than a bear
- More people die at Disney World than from Alligators in Florida
- Falling coconuts kill more people than sharks every year
- Running a marathon and skydiving are equally likely to kill you

Looking at *risk* as a team...



Informed Choice Assumes...

- You know what you want
- You know what is possible
- What is possible includes what is desirable
- You have life experiences to draw from in thinking about all of this!
- And of course, the potential risks are clear

We need choice and control to

- Have purpose and meaning, to be fulfilled
- Develop and maintain relationships
- Create supportive environments that reflect our culture
- Manage our day to day lives

Choice without control

- Is just a list of preferences
- Is a road to aggression
depression



A Key to Positive Control:

- Choice is not picking between two options (this or that)
- Choice has limitations and impact (understanding them)
- The person must find the options appealing to them

Choice has Boundaries for Everyone

- Imposed by society
 - Laws
 - Expectations/Values
- My values
 - What is and is not OK for me and those I trust
- Resource Driven
 - Financial – how much money I have
 - Time

*** Notice when the boundaries people we support experience are set *for the convenience of the system*, therefore limiting choices that meet the person's desires (i.e. operating hours, staff schedules, policies or procedures.)

Choice has Boundaries for Everyone

- Risk involved
- Ripple effect: one choice creates boundaries on other choices
 - My relationships
 - The work I do
 - Where I live

*** Notice when the boundaries people we support experience are set *for the convenience of the system*, therefore limiting choices that meet the person's desires (i.e. operating hours, staff schedules, policies or procedures.)

Choice and Balance

- As we think about choice, we can see
 - All choice can be irresponsible (happy and sick or at risk)
 - And dictating lifestyle is unacceptable (alive and miserable)
- Good support means finding the balance
 - Finding the balance can create conflict
 - We all have a right to make choices, even bad choices

Shifting the discussion

Shifting from “either/or” into “and” thinking

Rather than “*can* we pursue this,” asking instead “*how* could we pursue this?”

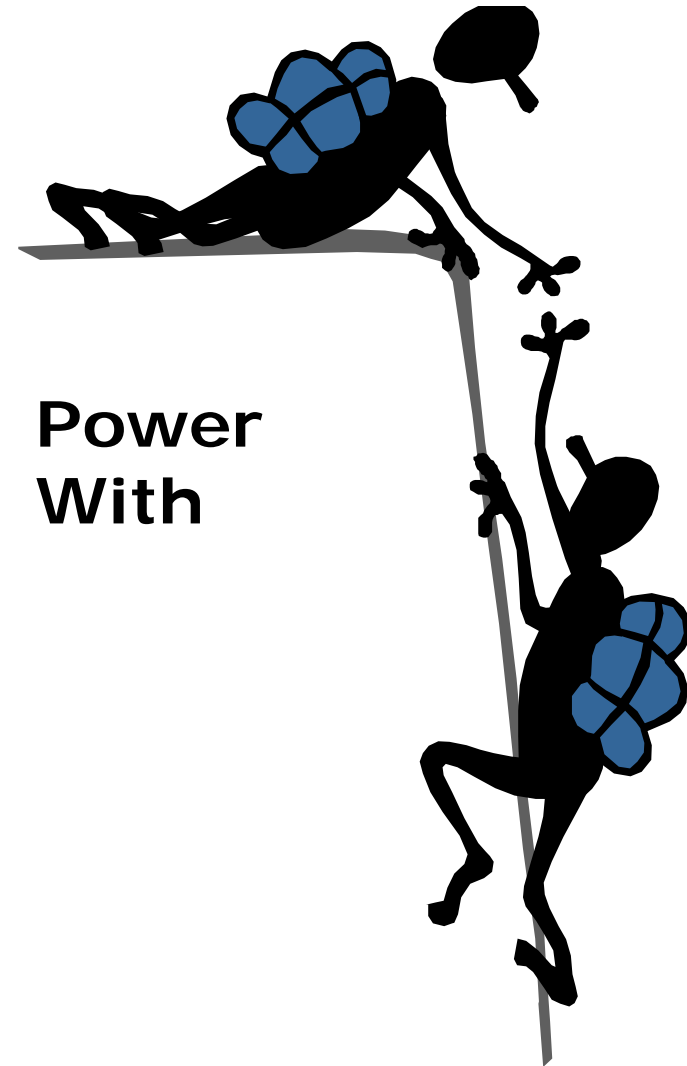
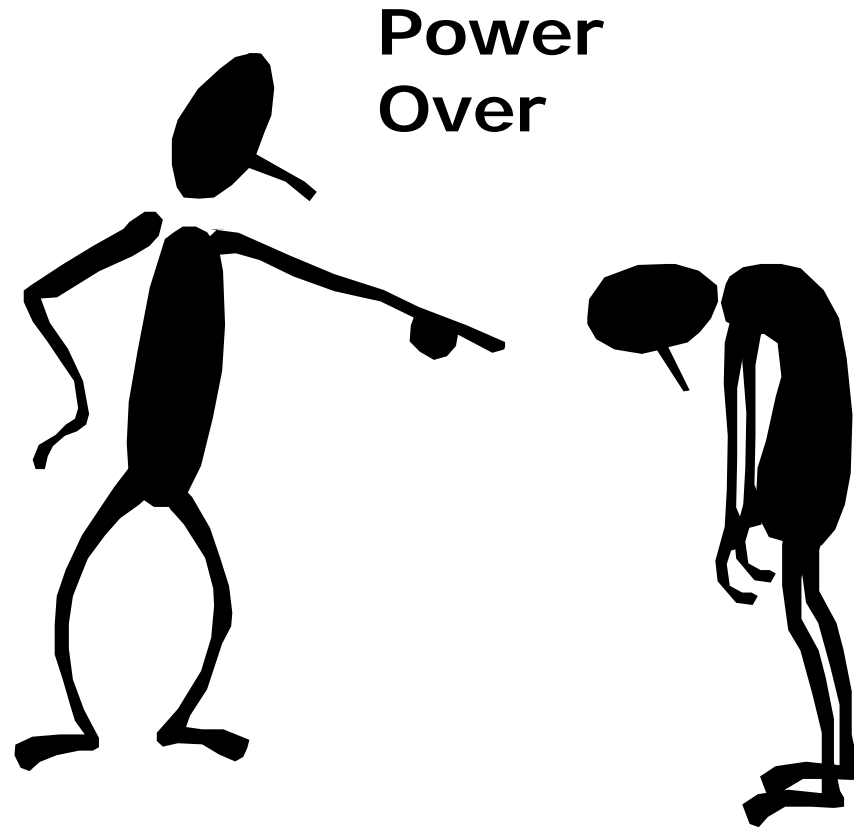
OR

Rather than “it’s risky,” asking instead “what are the risks?”

Our Job is:

- Help people have positive control over a life that they desire and find meaningful
- Ensure people's contributions are recognized, valued, and supported
- Connect people with a web of relationships, both natural and paid within their communities

Fix vs. Support





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Promoting Positive Control and Balancing Risk

Anne Roehl | Director of Services in Minnesota | Mains'l Services

Implementation of Person-Centered Practices means...

A Promise to Listen

A Promise to Act

A Promise to be honest

- Let people know when what they are telling us will take *time* and may be *difficult*
- When *we do not know how* to help them get what they are asking
- When what the person is telling us is in *conflict with staying healthy or safe* and we can't find a good balance between important to and important for

Honest, open discovery

“what does the person *really* want?”

“*what* are the real risks?”

“*can* we manage real risks?”

“*how* could we move forward?”

“*who* else could help?”

Balance is unique to all of us

Important
For

What the team FEARS

Important
To

What the person WANTS



AJ's Desired Weekend

- Wheeling through the mall
- People watching, small talk
- Beer at Hooters Saturday night
- Church on Sunday morning
- No staff at these places



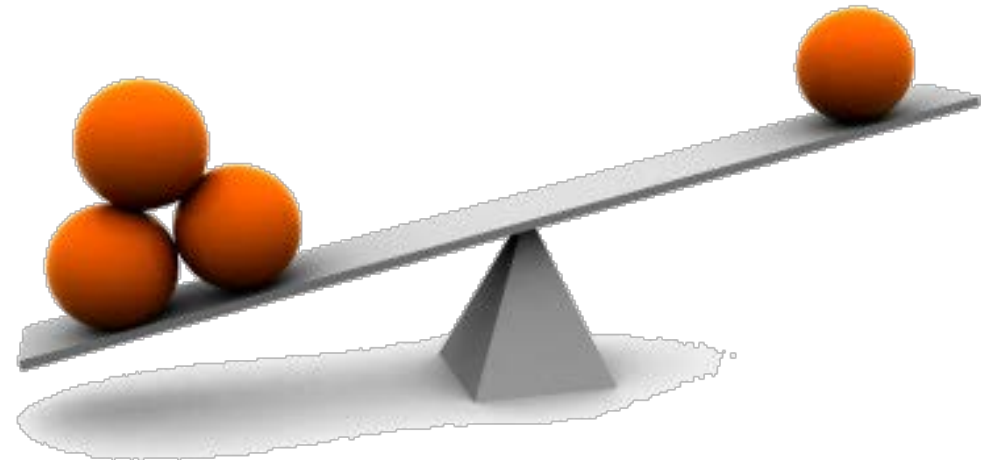
What the team fears...

For AJ's Health and Safety

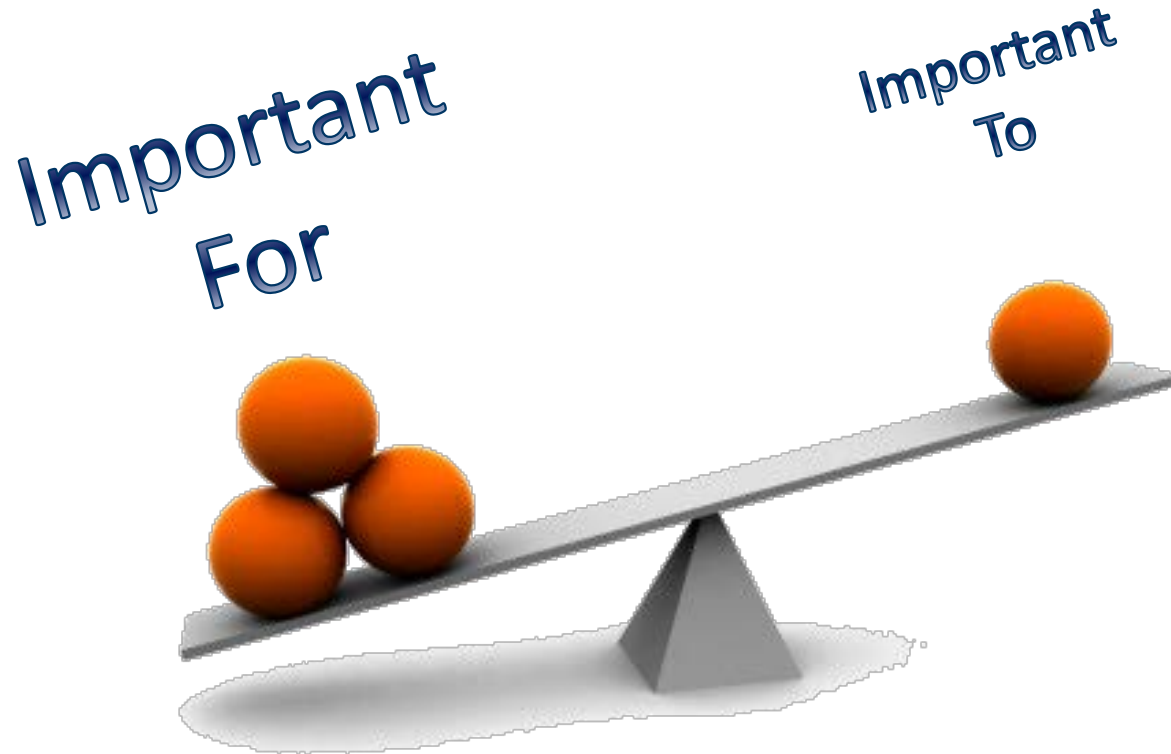
- Getting trapped
- Financial exploitation (someone takes his cash)
- Physical disability (someone takes advantage, he gets trapped)
- Being understood (literally--his accent)

For AJ's Being Valued

- "Inappropriate interaction"
- Being understood



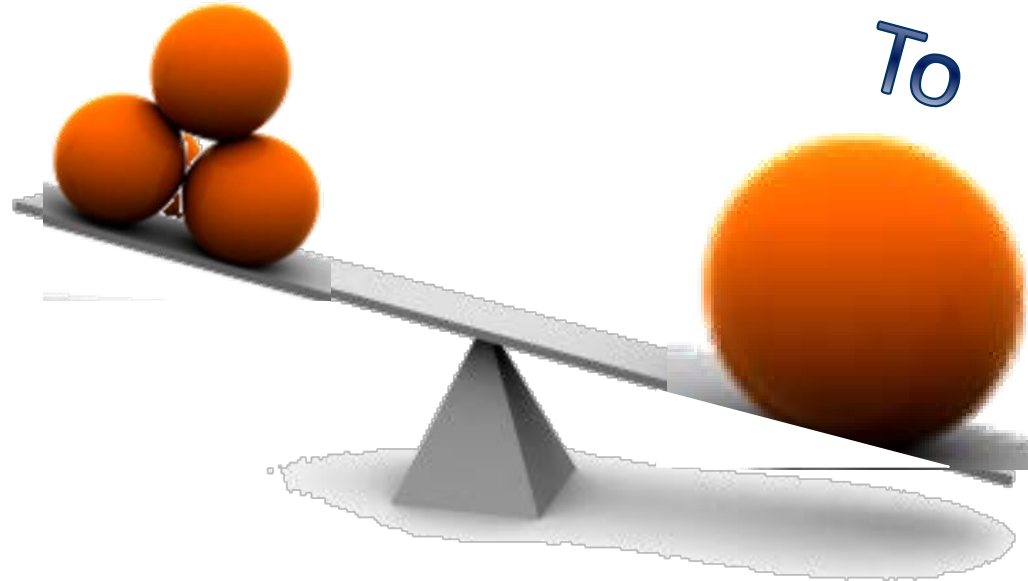
Cost of Safety: Dictating lifestyle



Cost of “Choice without Boundaries”

Important
For

Important
To



Living a life AJ Chooses



Janet's Dream Vacation



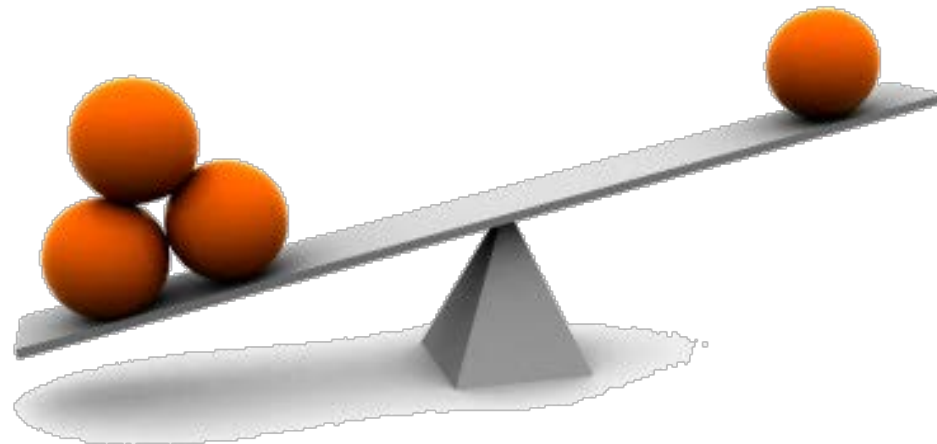
What the team fears...

For Janet's Health and Safety

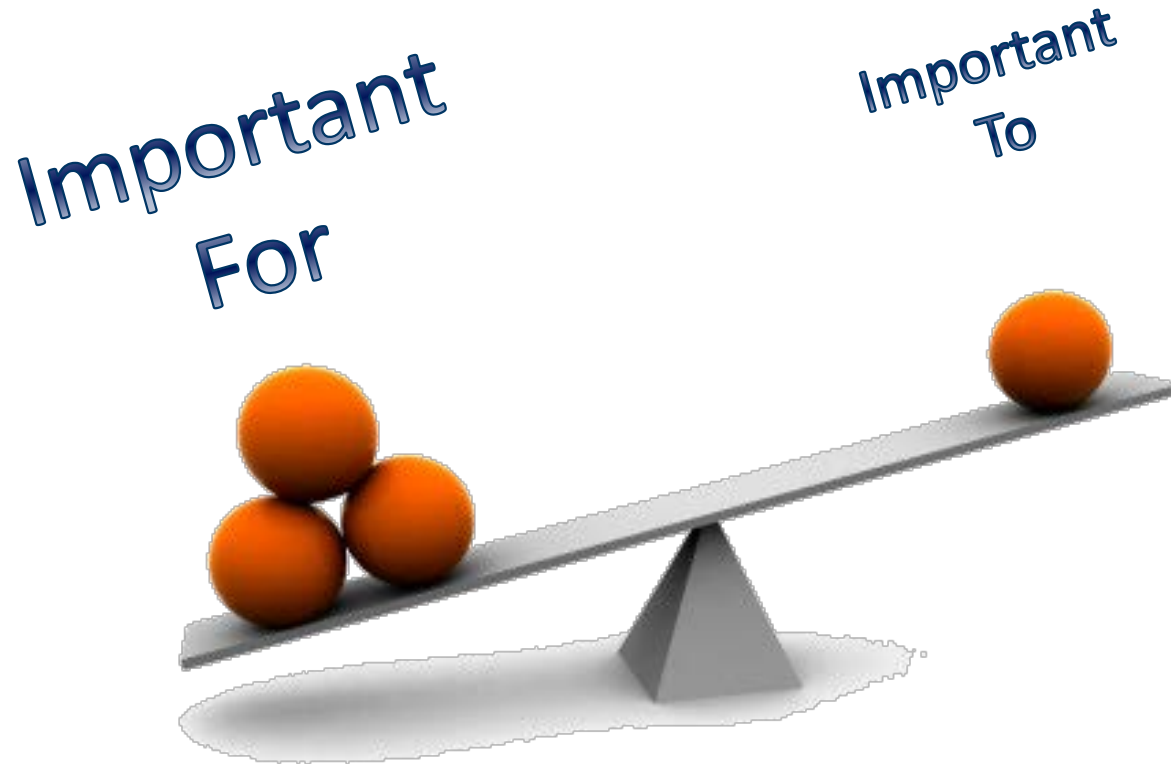
- Getting delayed and/or needing emergency dialysis
- Getting sick while on vacation
- If medications are lost/need to be reordered
- Cancellation (money lost if cancelled)

For Janet's Being Valued

- Not setting the group back



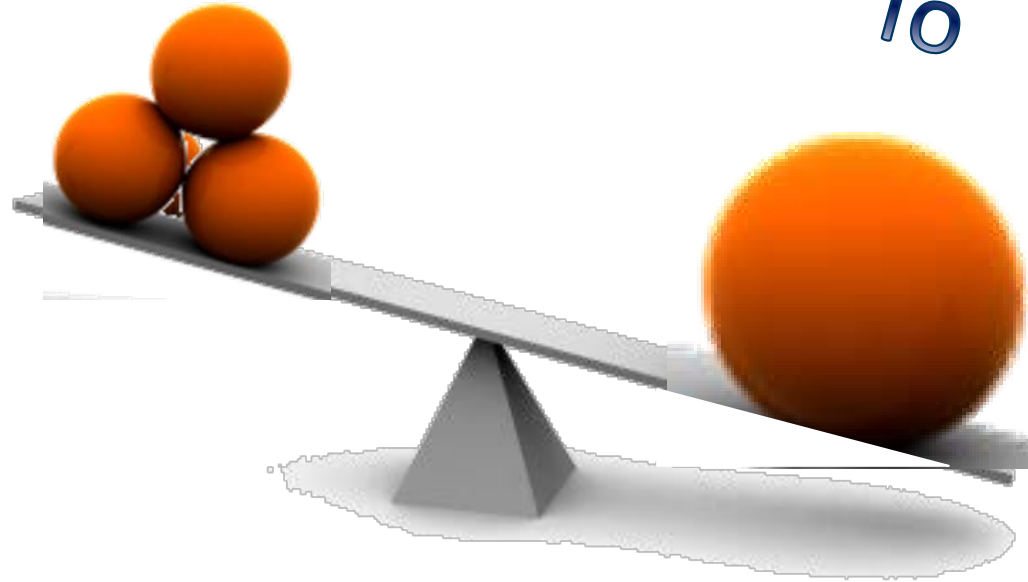
Cost of Safety: Dictating lifestyle



Cost of “Choice without Boundaries”

Important
For

Important
To



Living a life Janet Chooses



Thinking vs. Planning

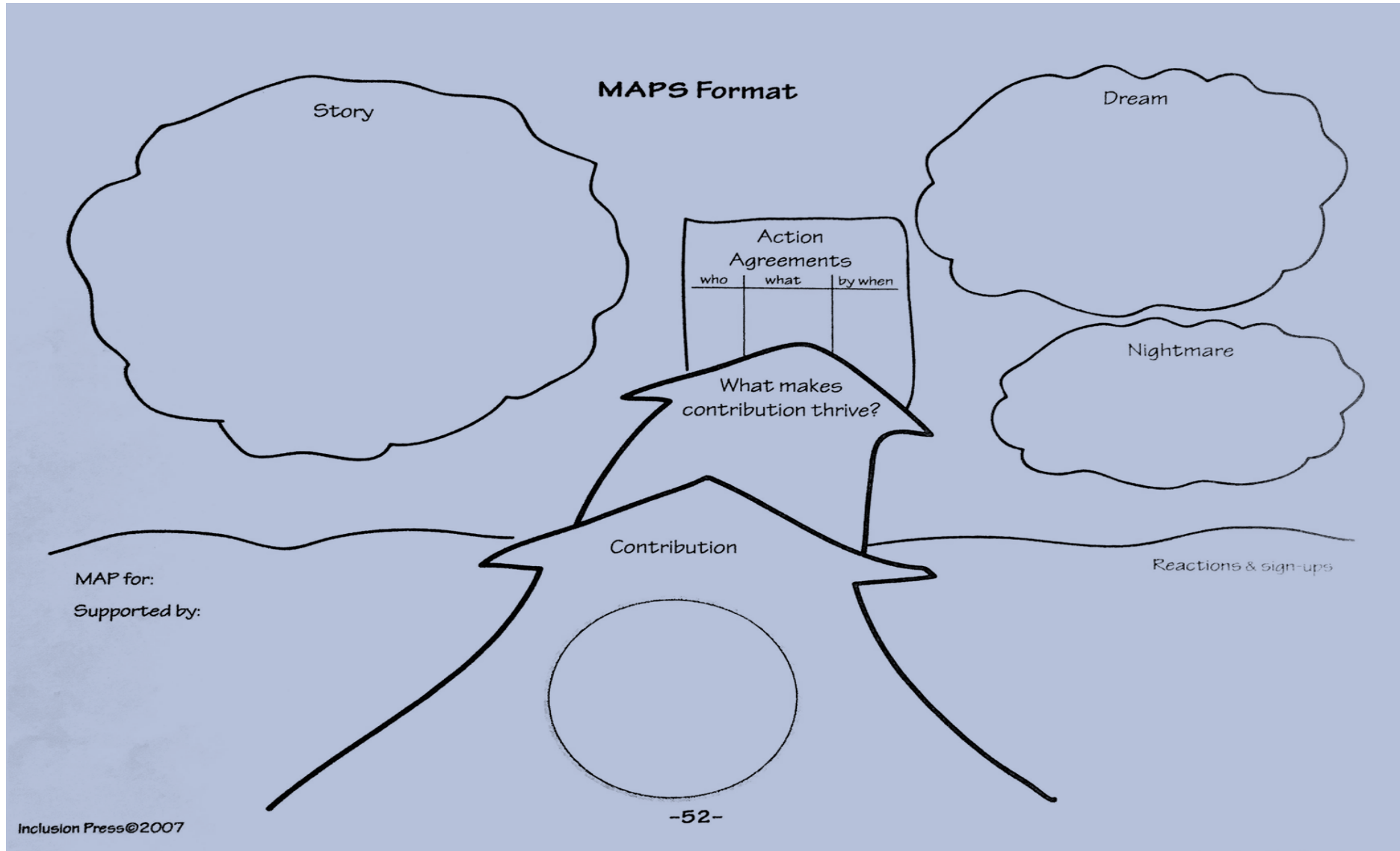
- Sometimes a discussion about balance can help us plan to achieve the goal
- Sometimes a Person Centered Plan is required to think through goals, risks, and ideas about the future
 - Focused on what's important to the person
 - Identifies action steps, timelines

Exploring Dreams & Fears

- **MAPS Process**

- The Story
- Dream
- Nightmare
- Strengths/Contributions
- What else will it take? (assistance to contribute)
- Action Agreements

MAPS: Discovery & Action



- Person Centered Planning Methods
 - PCT is a prerequisite
 - Covers MAPS and PATH
 - Betsy Gadbois, Director of Person Centered Practices at Owakihi
 - bgadbois@owakihi.com
 - 651-451-2889

PCT Training Options

- Mains'l

- ❖ www.mainsl.com/person-centered-resources/

- ❖ ALRoehl@mainsl.com

- Owakihi

- ❖ <https://www.owakihi.com/training>

- ❖ bgadbois@owakihi.com

- University of Minnesota

- ❖ <https://rtc3.umn.edu/pctp/training/>

- ❖ personcentered@umn.edu

Many methods...same path

- Whatever PC method is used, it's our responsibility to
 - Listen (to everyone)
 - Act on what's important
 - Keep listening
 - Adjust, maintain balance



Thank You!

Anne Roehl

Director of Services in Minnesota

Mains' I Services

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612-597-9486



**DEPARTMENT OF
HUMAN SERVICES**

Questions?

DSD.ResponseCenter@state.mn.us

Where to find help now

- Person Centered Thinking 2-day Trainings
 - <http://rtc3.umn.edu/pctp/training/newdates1.asp?training=1>
- 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/>
- DHS Training Archive page
 - http://www.dhs.state.mn.us/main/dhs16_143138
- 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
- Disability Hub MN
 - <http://disabilityhubmn.org/>

Please take a moment to let us know your thoughts.

- Take our [Survey](#):
- <http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=150637243307>

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

855-859-2056

Conference ID:

89692870

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

Thank you for attending!