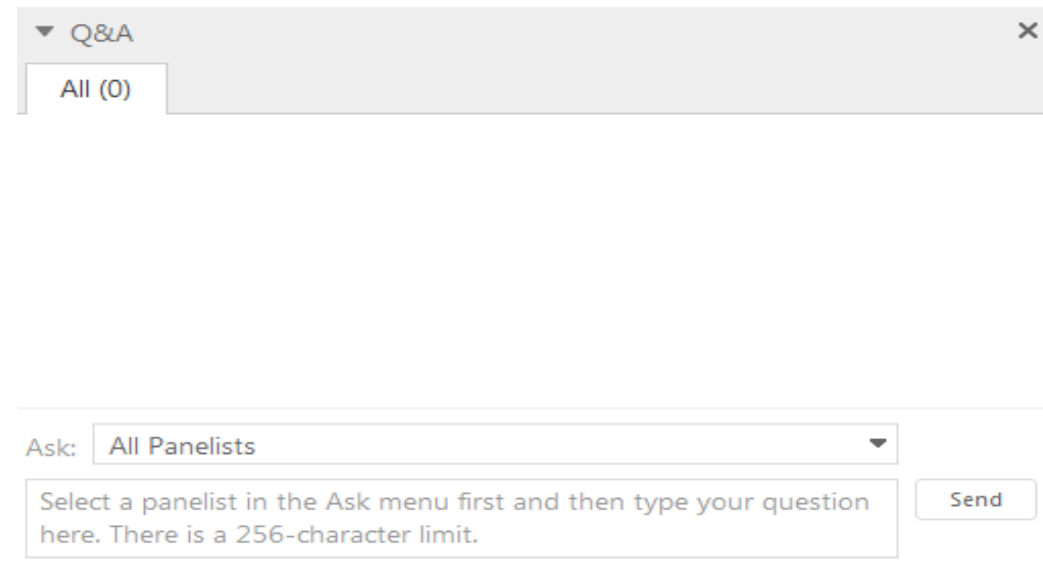




# Support Planning Professional Learning Community (SPP LC)

October 31, 2018

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

Risk: How do we support choices and dreams that involve it?

# Announcements

December SPP LC Webinar

Communities of Practice – [DSD.RRS@state.mn.us](mailto:DSD.RRS@state.mn.us)



# Risk: How do we support choices and dreams that involve it?

Jill Slaikeu and Scott Schifsky



With Content Contributions made by:  
Lauren Foster, Lauren Germscheid, Andrew N. Johnson, and Emily Miller

# Agenda

- Meet Chris
- Introduction to Risk
- Person-Centered Skills to Support Self-Reflection
- Your Role in Ensuring Health and Safety
- What is Balancing Risk?
- Choice and Decision Making
- Resources



# Who are we?



# Who are you?



# Learning Objectives

- Understand how to define risk, and how supporting experiences for those we serve leads to identifying risk and opportunity to make choices
- Understand your role in balancing what is important TO and FOR the people we serve, as well as your role in promoting health and safety with respect to choice

# Learning Objectives

- Learn about provider and support planner requirements to support health and safety, choice, risk and opportunity for growth
- Share ideas, resources, person-centered skills and tools to help support people as they balance risk in their lives.



# Meet Chris: Example





# Meet Chris

- Chris attends her local high school and is in her final year
- Chris is very social and has typical interests of a person her age, including friends, dating, social media
- Chris lives at home with her parents and one older sibling, a brother
- Chris would like to have a relationship with someone she would call her “boyfriend”



# Chris

- Chris' parents are very concerned about her choices, especially about dating and relationships
- They protect Chris by not allowing her unsupervised time on their family computer or to have her own cell phone
- Chris knows about their concerns
- Chris does not like how their concerns impact her image or status at school

# Identify Risk

- In your opinion, what elements of this scenario are “risky?”
- What are the automatic “red flags” for you, according to your role?



# Introduction to Risk



# What is Risk?

Experiences lead to choices.

Some choices include risk that may, or may not, be able to be supported.



# What is Risk?

## Guide to encouraging informed choice and discussing risk

## Guide to encouraging informed choice and discussing risk

	Page posted: 3/20/17	Page reviewed:	Page updated:
Legal authority	<a href="#">Minn. Stat. §256B.0911, subd. 3a</a> , <a href="#">Minn. Stat. §626.557</a>		
Background	What contributes to a quality life is different for each person. A support system that values quality of life must be built on and driven by a desire to understand, respect and honor each person's values.  Person-centered practices help a person live a quality life by:		

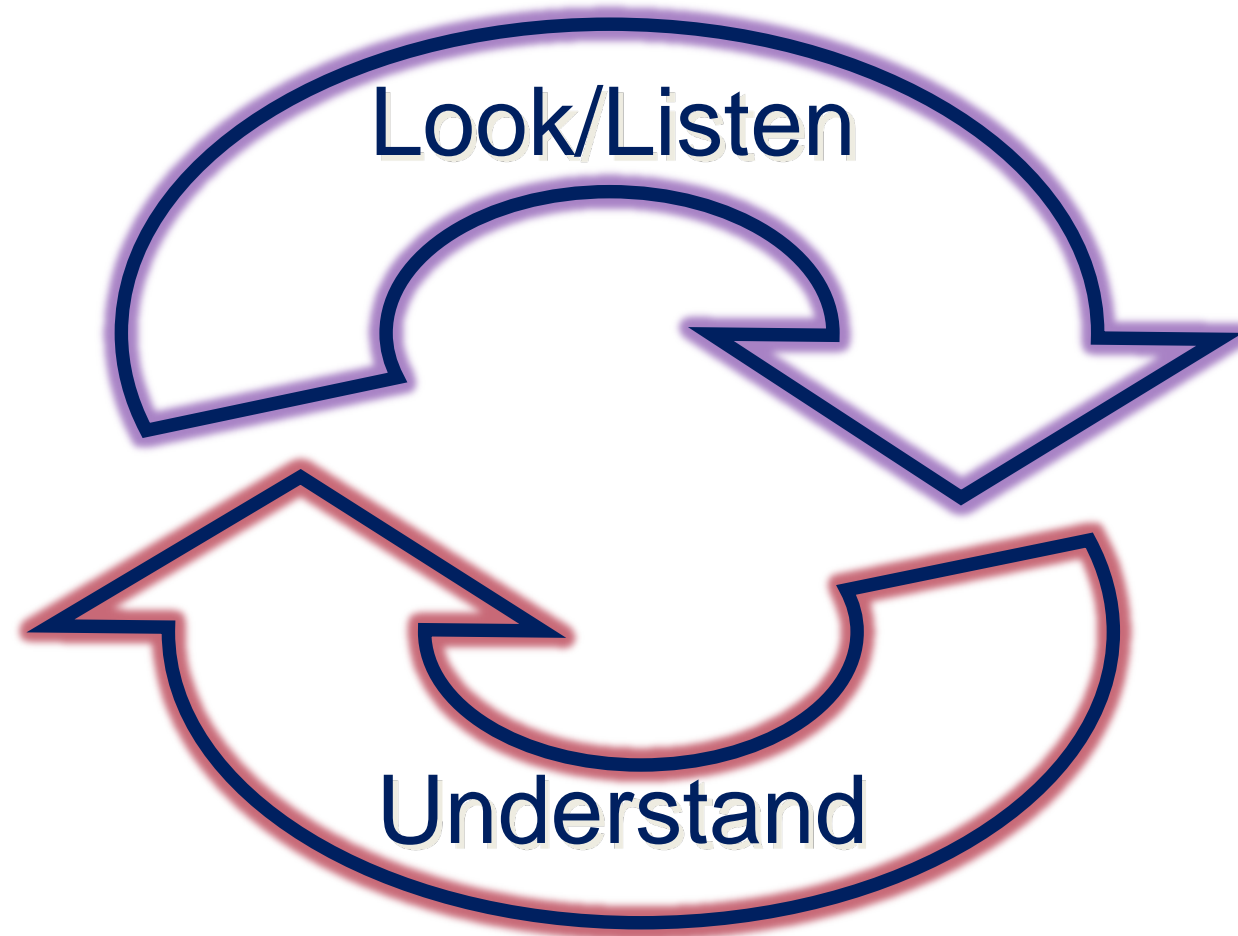
- The Strengths Perspective: recognizing the person's strengths while acknowledging the challenges the person faces.

# Values & Risk

Our ability to support the whole person; dreams, goals, risk and all, is influenced by our awareness of our values, biases, and ethics.

Bias is preference. It is value based and shaped by our personal experience.

What you see/hear depends on what  
you are looking/listening for





# What is it to be biased?

- **To Be Biased:** Cause to feel or show inclination or prejudice for or against someone or something
- Biases are sometimes developed through your own experience and perspective regarding those experiences. They may also be formed due to group dynamics, and a desire to belong to a particular group.
- Biases can be conscious and unconscious, overt and covert; self-reflection can help to limit their impact on the lives of the people we serve.

# Are all biases “bad?”

- Biases are often based on feelings- and feelings aren't bad! Often, feelings result from a legitimate concern.
- Example: parents wanting their adult child to attend a specific church
- Example: healthy lifestyle choices may be preferred
- Example: a family foster care home where the providers have specific beliefs about sex and sexuality



# Perspective and Risk

It's our role to support experiences that lead to choices.

It's not our role to support all choices that present certain risks.



## Perspective can influence outcomes

**There is a balance between honoring the person's rights and their choice to deny supports.**

**The agreed upon balance must reasonably ensure a person's health and safety while promoting choice.**



# Person-Centered Skills to Support Self-Reflection



# Important To and Important For

**IMPORTANT TO**

**AND**

**IMPORTANT FOR**

**AND**

**THE BALANCE BETWEEN THEM**

# 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 “important to” them

*Balance is dynamic (changing) and always involves tradeoffs:*

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

# What's working/not working

Focus in on a specific issue or area of life  
*Helps you dig deeper*

## ➤ Negotiation Skill

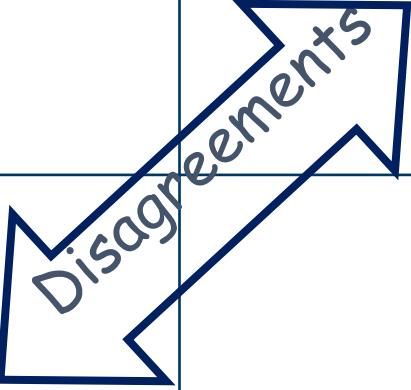
- All must feel listened to – accurately reflect perspectives
- Start with common ground
- Remain unconditionally constructive
- Done in partnership

## ➤ Bridge to action planning

- What needs to be maintained/enhanced?
- What needs to change?

# What's working/not working

	What's Working/Making Sense	What's Not Working/Making Sense
Person's perspective	<p>USE THIS INFORMATION TO BUILD THE</p> <p>A G E N D A</p>	<p>USE THIS INFORMATION TO BUILD THE</p> <p>A G E N D A</p>
Staff's perspective	<p>FOR THINGS THAT ARE TO STAY THE SAME</p>	<p>FOR THINGS THAT NEED TO CHANGE</p>



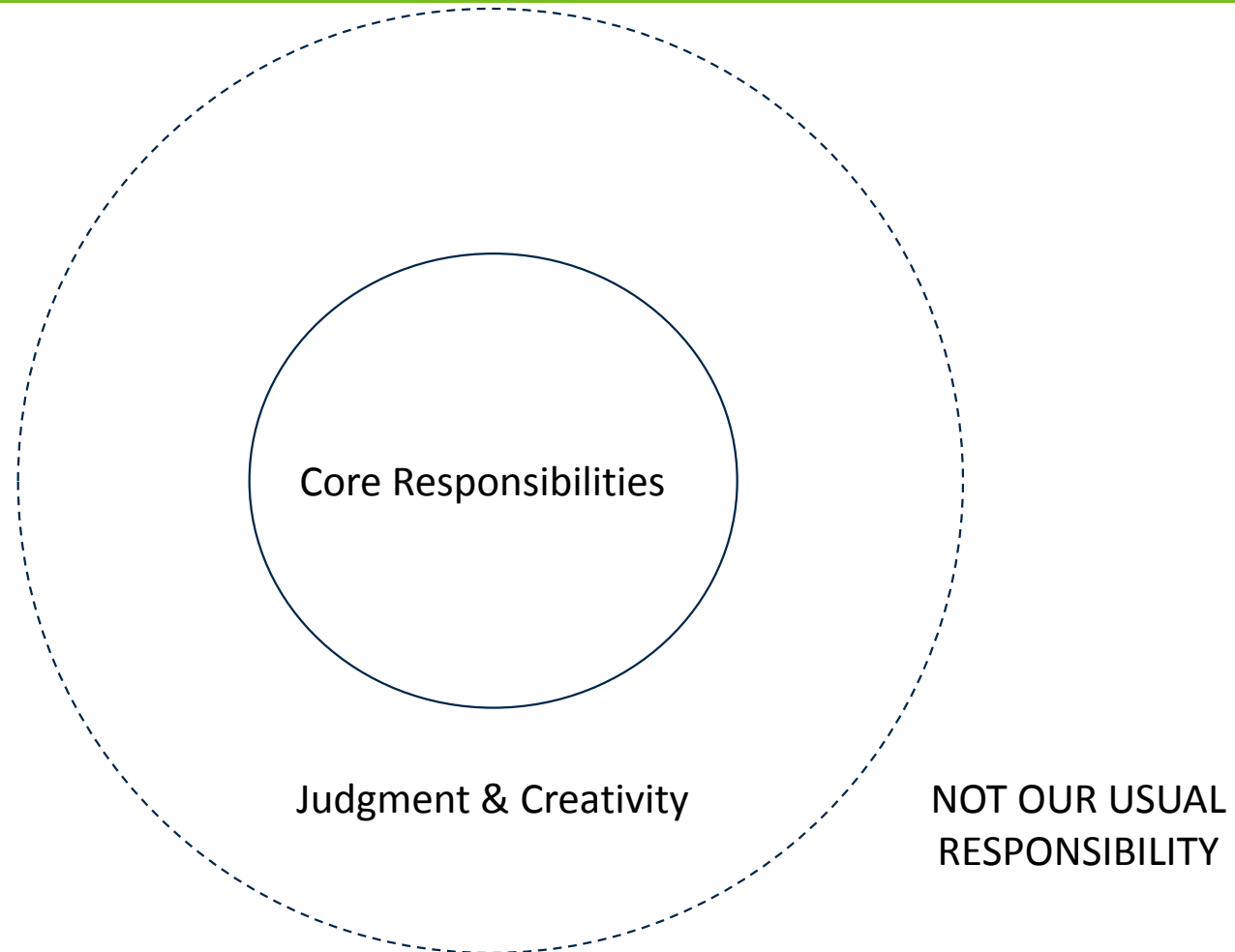
# Our Mantra

- Guess:** look at what is written and guess in your head
- Ask:** ask your partner if your guess is correct, have a conversation
- Write:** write down what you learn

# Working/Not Working: practice

	What's Working/Making Sense	What's Not Working/Making Sense
Person's perspective		
CM's perspective		

# The Donut Sort



# Case Manager's Donut: practice

## Core Responsibility

- Immediate Housing
- Authorization of Services
- Planning waiver and community supports
- Coordinating referrals
- Monitoring Health and Safety
- Confidentiality

## Judgement/Creativity

- Housing
- Prioritizing tasks and caseload
- Establishing boundaries to maintain healthy relationships
- Remaining neutral and keeping bias aside
- How to mitigate risk

## Not our Responsibility

- Determining budgets
- A guarantee of keeping people sober or from criminal activity
- To provide direct care
- Give medical or mental health advice

# Questions





# Your Role in Supporting Balance





# How is your role defined by law/regulation in re: to risk?

## MINNESOTA STATUTES

626.557 REPORTING OF MALTREATMENT OF VULNERABLE ADULTS.

256B.0911 LONG-TERM CARE CONSULTATION SERVICES, MNCHOICES ASSESSORS

245D HOME AND COMMUNITY-BASED SERVICES STANDARDS

Includes all applicable state and federal laws, including Human Services Licensing Act (245A), DHS Background Studies Act (245C), Positive Supports Rule (Chapter 9544), and federal waiver plans



# How is your role defined by law/regulation in re: to risk?

## FEDERAL WAIVER PLAN REVIEW CRITERIA

### Item D-1-e. Risk Assessment and Mitigation:

- How risks are assessed.
- How strategies to mitigate risk are incorporated into the service plan in a manner sensitive to the person's preferences, including responsibilities and measures for reducing risks.
- The types of backup arrangements that are used.
- How back-up plans are developed and incorporated into the service plan.



# What does that mean for you and your job?

- Core responsibilities
  - Protection of rights
  - Legal
  - Job descriptions
- Creativity and judgement
  - Team discussion
- Not responsible

# Choice: A Balance Between Risk and Opportunity

## 245D Licensed Services

Driven by service planning and delivery that are

- Person-centered
- Self-determined
- Integrated and inclusive

# Choice and Balance

- As we think about choice, we can see
  - All choice can be irresponsible
  - 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

# 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
- Ripple effect - One choice creates boundaries on other choices
  - My relationships, The work I do, Where I live
- Resource Driven
  - Financial – how much time or money I have available
- Risk involved

*The difference is when the boundaries are set for the convenience of the system therefore limiting choices that meet the person's desires: Operating hours, staff available, policies or procedures.*

# Decision Making

## 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

# Of course, some risk is just not okay





# What is balancing risk?





# What balancing risk IS and ISN'T:

## What balancing risk IS:

- Promoting health and safety with respect to choice
- People have the right to risk!
- Advocacy
- Harm Reduction

## What balancing risk ISN'T:

- It is NOT giving everyone everything that they want.
- Condoning Illegal activities
- Disregard for applicable laws or rules



# What balancing risk IS and ISN'T:

## What balancing risk IS:

- Opportunities for learning, growth, development
- Opportunities for failure

## What balancing risk ISN'T:

- Life transitions that had opportunities for support discussions, but nothing happened
- Ignoring situations that contain neglect and/or maltreatment

# Questions





# Resources





# Resources

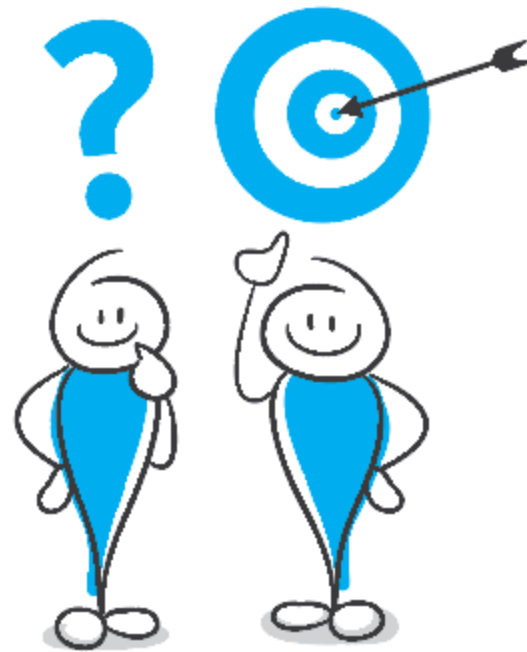
- [Guide to encouraging informed choice and discussing risk](#)

DHS Licensing HCBS Help Desk  
651-431-6624

DHS Disability Services Division  
[dsd.responsecenter@state.mn.us](mailto:dsd.responsecenter@state.mn.us)



# Like, Learn, Change



# Questions



Thank You for attending!  
Contact info.

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Scott Schifsky [scott.schifsky@state.mn.us](mailto:scott.schifsky@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](http://www.dhs.state.mn.us/main/dhs16_143138)
- 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)
- Disability Hub MN
  - <http://disabilityhubmn.org/>
- Positive Supports Minnesota
  - <https://mnpssp.org/>

# Survey

Please take a moment to let us know your thoughts.

- Take our [Survey](#):
- <http://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=154084422006>

# Meeting Wrap

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

855-859-2056

Conference ID:

3379239

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

Thank you for attending!