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
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
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
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
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
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 *

Supporting Staff Behavior

OUTCOMES 4

SYSTEMS

DATA

PRACTICES 4

Supporting Decision Making

Supporting 4 All Adults 4
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

Year 1
Important To Important For & The Balance Between

Discovery/Listening Tools

Relationship
Map
Routines & Rituals
Good Day
Bad Day
2-Minute Drill
Reputation
Communication

Management Tools

Donut
Matching

Learning Logs
Working
Not Working

4 + 1 3s

Everyday Learning Tools

Everyday Important Tools
Levels of Change

**Level 1**
Any changes that result 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
Roles With Technical Assistance

- Regional Team
- Coaches
- Key Contact
- Trainers
Organization Team Main Activities -within Each Agency

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

• 42-Day Person-Centered Thinking Training

• 42-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
  — Person-Centered Plan
  — PBS Plan
Assumptions

• Each Planning Team Is Unique
  – Organization/County/Public Health etc.
  – Rural/Urbanc

• 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
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?
Questions And Answers

1. What Have You Learned from the Training?
2. What Have You Changed about Your Organization?
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?
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?
Application Summary And Key Elements
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
• Individual agency scores will be totaled and divided by the number of applicant agencies in that group.

• 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
  – 4 Types Of Services
  – 4 Diverse Service Populations
  – 4 Cultural 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
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

Organization Team

Key Contact
10 Coaches
Pilot Area Employment

Key Contact
Coaches
Residential

Key Contact
Coaches
Family Supports
Example 2
Considering a Plan that Works
Larger Organizations -- One Geographic Area

**Organization Team**

**Key Contact**
- 5 Coaches

**Pilot Area 1 Residential**

**Key Contact**
- 5 Coaches

**Pilot Area 2 Residential**

**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
Submission & Questions

Rachel Freeman
Email: freem039@umn.edu
Phone: (541) 979-3409

Rachel Freeman, Ph.D.
Institute On Community Integration,
University Of Minnesota,
Pattee Hall, Room 110A, 150 Pillsbury Dr. S.E.
Minneapolis MN 55455
Questions and Answers
Impact Newsletter