



Building Foundations for Person-Centered Practices

Reminders

- 1** Participants will be muted during this webinar. You can **use the chat feature** in Zoom to post questions and communicate with the hosts.
- 2** Toward the end of the webinar, our speakers will have an opportunity to **respond to questions** that have been entered into chat.
- 3** The webinar is being **live captioned in English**.
- 4** Attendees may receive **1.5 Continuing Education Credits**. To confirm attendance, please login to the webinar via your Zoom account.
- 5** The live webinar includes **polls and evaluation questions**. Please be prepared to interact during these times.
- 6** This webinar is being recorded. **The recorded webinar will be available** at www.hsri.org/nd-pcp within two weeks, along with a PDF version of the slides, a Plain Language Summary, and questions and responses.

Agenda

- | | |
|---------------|---|
| 10:30 - 10:40 | Welcome
<i>Carlotta McCleary and Chris Jones</i> |
| 10:40 - 11:10 | Presentation
<i>Michael Smull</i> |
| 11:10 - 11:15 | Break
<i>Word Cloud</i> |
| 11:15 - 11:20 | Welcome Back |
| 11:20 - 11:55 | Panel of Individuals with Shared Experiences
<i>Jake Anderson, Sheryl Beard and Tanya RedRoad</i> |
| 11:55 - 12:00 | Closing + Next Steps |

Welcome

Chris Jones

Executive Director, Department of Human Services

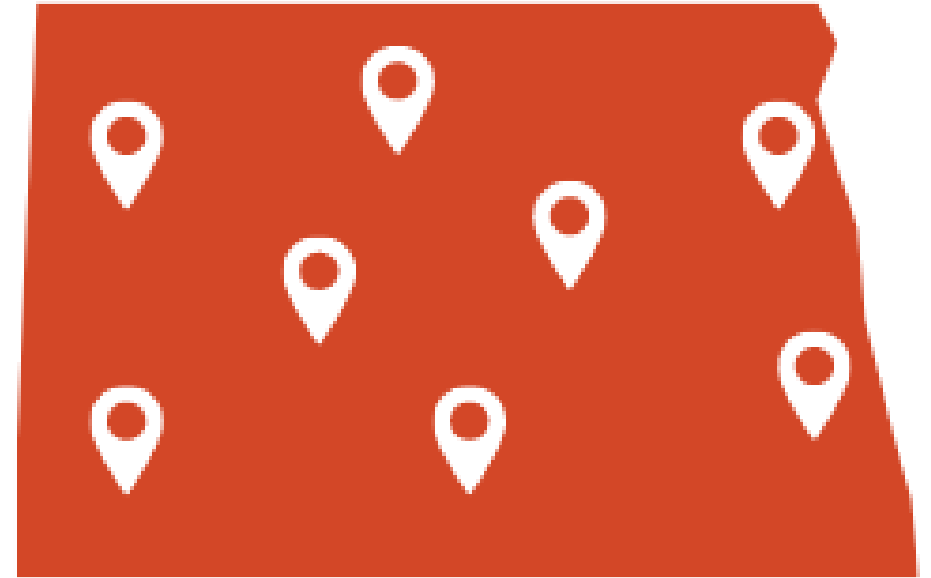


- Appointed by Governor Doug Burgum in February 2017.
- Brings 19 years of experience in health service operations, strategy, technology and consulting to his role.
- ND DHS is the state's largest agency in terms of budget and employees, operating eight regional human service centers, as well as the Life Skills and transition Center in Grafton and the State Hospital in Jamestown.
- Prior to his role with ND DHS, he was a division senior vice president of strategy and business development for Catholic Health Initiatives (CHI).
- Active in community health, serving as a board member of the Bismarck Cancer Center and Bismarck-Mandan Face It Together, an initiative that engages various stakeholders and sectors to fight drug and alcohol addiction. He also chaired the Bismarck-Mandan Chamber of Commerce's subcommittee on behavioral health.

Statewide + Systemwide Initiative

Person-Centered Practices (PCP)
assist individuals in having control
over the life they desire, and fully
engaging in their communities.

North Dakota is developing a strong and
consistent statewide vision and
universal understanding of person-
centeredness across all North Dakota
Department of Human Services entities
and community partners.



How to Implement



**Bring diverse
voices** to the table



**Support individuals
participating** in
services and
statewide system
change efforts



Transform policies
to reflect statewide
person-centered
values and culture



**Ensure
communication** is
accessible and
relatable

Presentation

Michael Smull

Senior Partner, Support Development Associates

michael@sdaus.com / www.sdaus.com



- For the past 48 years, has been working with people who use long term supports and services.
- Founder of The Learning Community for Person Centered Practices, www.tlcpcp.com.
- Co-developer of person-centered thinking and essential lifestyle planning – providing training and consultation in 49 states and 8 countries to make changes needed to support Person-Centered Practices.
- Written extensively on person-centered thinking and planning, the challenge of changing to a person-centered system, and issues relating to supporting people with challenging behaviors.
- The person-centered thinking framework developed with colleagues is reflected in the HCBS final rule.
- Most recently received 2020 National Honors from the National Historic Recognition Project for significant national contributions in the field of intellectual and developmental disabilities in the United States between 2000 and 2020.





**It's About
Supporting Humans**

Any



What's Important To Me

- Food – always hungry
- Being outdoors
- I like to be active and always doing things
- I like to do things myself
- Order – everything has its own place
- I love animals – live, in pictures, toys – I have 2 big dogs at home
- I love stuffed, plush toys – will hug, kiss, and dance with them
- Books! We can read together and I enjoy “reading” on my own
- I love music and moving/dancing to it

Great Things About Me

- Inquisitive, very curious
- Caring and loving – gives the best hugs
- Smart – Quick learner
- Very expressive
- Like to help
- Notices everything, including small details
- Infectious laugh
- Great sense of humor – gets irony
- Confident –a knows what she wants
- Adventurous – bit of a daredevil, likes to try things
- Determined – will keep trying until I figure it out

How to Best Support Me

- I get “hangry” – if I’m upset without a clear reason it’s usually because I’m hungry, a small snack will do the trick. I have a big appetite and need to eat often, usually “agua” when I want water
- When I’m upset and not hungry I may throw what I have in my hands onto the group – ask me to pick it up/put it away
- If I get frustrated trying to do something myself, don’t do it for me – I’ll get more upset. Let me keep trying, I’ll let you know if I need/want more help.
- I like to collect things, especially from outside (rocks, twigs) – tell me where they “belong” and ask me to put them away. This works in a lot of contexts – order and belonging make sense to me.
- Be firm with me. Explain things to me. I understand a great deal.

Sam's One Page Profile

Important to Sam

- At least weekly calls from each of his 3 kids (Tina, Dixie, and Bobby)
- Getting to see people he likes every day
- Feeding the hummingbirds at the complex (the water for the food MUST come from Spring Creek)
- His friends, Bill and Vince
- Staying busy

Sam LOVES

Budweiser (his daughter has figured out how to make beer slushies (recipe on freezer door)...help him have a teaspoon or so every once in a while. He will spit it out if his throat is sore; but he loves the taste.



What People Like and Admire about Sam

- He always wants to help others before he takes care of himself.
- He tells great, funny stories...some are pretty raunchy...get used to it.
- He can fix ANYTHING and will always offer to assist.
- He is a jokester. Sam loves "Pierre and Boudreaux" jokes and must know 100's of them.
- He loves his family and friends and always has time for them.

Supports Sam Needs to be Happy, Healthy and Safe

- Assistance with his feeding tube (he will tell you how much to fill it by showing you with his thumb and forefinger).
- Someone to assist him with shopping (if he's too tired to cross the street).
- Support with taking the morphine through the feeding tube. He doesn't want enough so that he is sleepy, but he needs enough to cut the pain. He'll show you how much he wants.
- Someone must assist in filling the hummingbird feeders. He is distressed if they are empty.
- Rides to his medical appointments. It helps if you can check with the discharge desk for any special instructions. Sam doesn't hear well and gets frustrated.
- Help him remember to rest throughout the day, which may include limiting visits or length of visits. He falls when he is exhausted but will choose company over safety.

SODA's One Page Description



What is Important to SODA

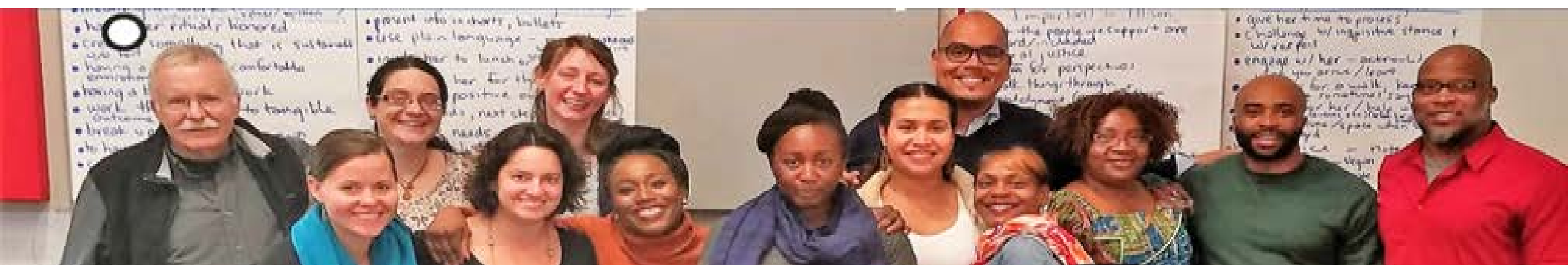
- Making progress in improving the lives of the people we support
- Focus on the outcome of improving people's lives
- Connection to each other's work
- To be organized, respected and acknowledged
- Making respectful change
- Having integrity in our work and making work meaningful
- Be given opportunities to continue to learn
- Open and honest communication
- Be honest and patient with each other
- Look for ways to empower each other
- Share our work in research and conferences

What People Like and Admire about SODA

- Our diversity, diversity of talent
- That we are outcome oriented, focused on accomplishments
- We are accountable
- Advocates for social justice
- Dedicated, committed, energetic
- High performing

Supports SODA Needs and Appreciates

- Transparency on everyone's projects
- Clear communication
- Praise reports
- Celebrate small accomplishments
- Share success stories
- Motivation bank
- Access to training and development
- Being aware of SODA updates
- Team building exercises and time for them
- Community service/team projects
- Build in no-working hanging out time



Tammy's One Page Description

What is Important to Tammy (pages 7-8)

- Being a part of things
- Having eye contact with everyone
- Looking stylish and having her hair and nails done
- Being comfortable and not having her tubes underneath her
- No roughness in personal care

What People Like and Admire about Tammy (page 6)

- Is always smiling
- Totally accepts people
- WONDERFUL personality
- Stylish
- Accepting and forgiving
- Resilient
- Great sense of humor
- Friendly and social



Tammy's Picture Of A Life (Pages 19-21)

- Live in a big wheelchair accessible home with extra wide doors, close to her family
- Have a fun and social housemate
- Have a beautician she can go to regularly
- Have a social medical day program close to home
- Have specialized medical services and medical equipment (including backup generator)

Supports Tammy Needs to be Happy, Healthy and Safe (pages 10-14)

- Always have her head elevated
- To be suctioned frequently (5-6 times per shift). Gurgling noises means she needs to be suctioned
- To have people be kind, sensitive, loving and have a gentle touch
- Be gentle with brushing her hair (she doesn't like it, but wants it to always look nice)
- Always make sure her clothes match and make sure it's not sweat clothes
- Tammy needs to be repositioned every two hours
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up
- Be sure to have Tammy use her body to keep flexible

Sara's One Page Description

What is Important to Sara (pages 6-8)

- Being respected and people not breaking their promises
- Being social, joking and doing things with friends
- Making a difference for people
- Being able to smoke without being bugged
- People not messing with her things

What People Like and Admire about Sara (page 5)

- She has a passion and zest for life
- Friendly and fun
- Positive energy in wanting to advocate for others
- Likes to help and is protective of others
- Very independent
- Knows what she wants to do and is resourceful



Sara's Picture Of A Life (Page 20)

- Live in a Host Home where she can have her own living space and be able to smoke outside
- Have an active community that has good public transportation and advocacy opportunities
- Have a GED class that can lead to paid work for her
- Have mental health services to support Sara and her new provider

Supports Sara Needs to be Happy, Healthy and Safe (pages 10-15)

- One person to provide clear directions and expectations
- Give her choices to keep her from getting bored. Always have a "plan B" in case things don't work out
- To be supported unconditionally so she can gain trust in you to help when she moves
- Must have people be consistent with her and talk with her when she gets upset or starts self-diagnosing herself
- Have consistent respite for Sara and others to relax and recharge
- ASK Sara to do something, rather than tell her.
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up
- Always check in with others that support Sara to be sure you have the full story and can be consistent with the support she needs

Michael as TLCPCP Board Member

What is Important to Michael

- Helping others to grow
- To be part of an organization that works on changing the system. Where -
- We work in partnership
- I am part of the problem solving and testing the solutions
- We learn how to do quality at scale
- We share the learning and help our efforts spread
- To focus on the future, to work on “what is next”
- That TLC-PCP grows and prospers, now and after I am no longer directly contributing -
- The longevity and integrity of the work
- Creation of a true learning community



What Other Board members Like or Admire about Michael

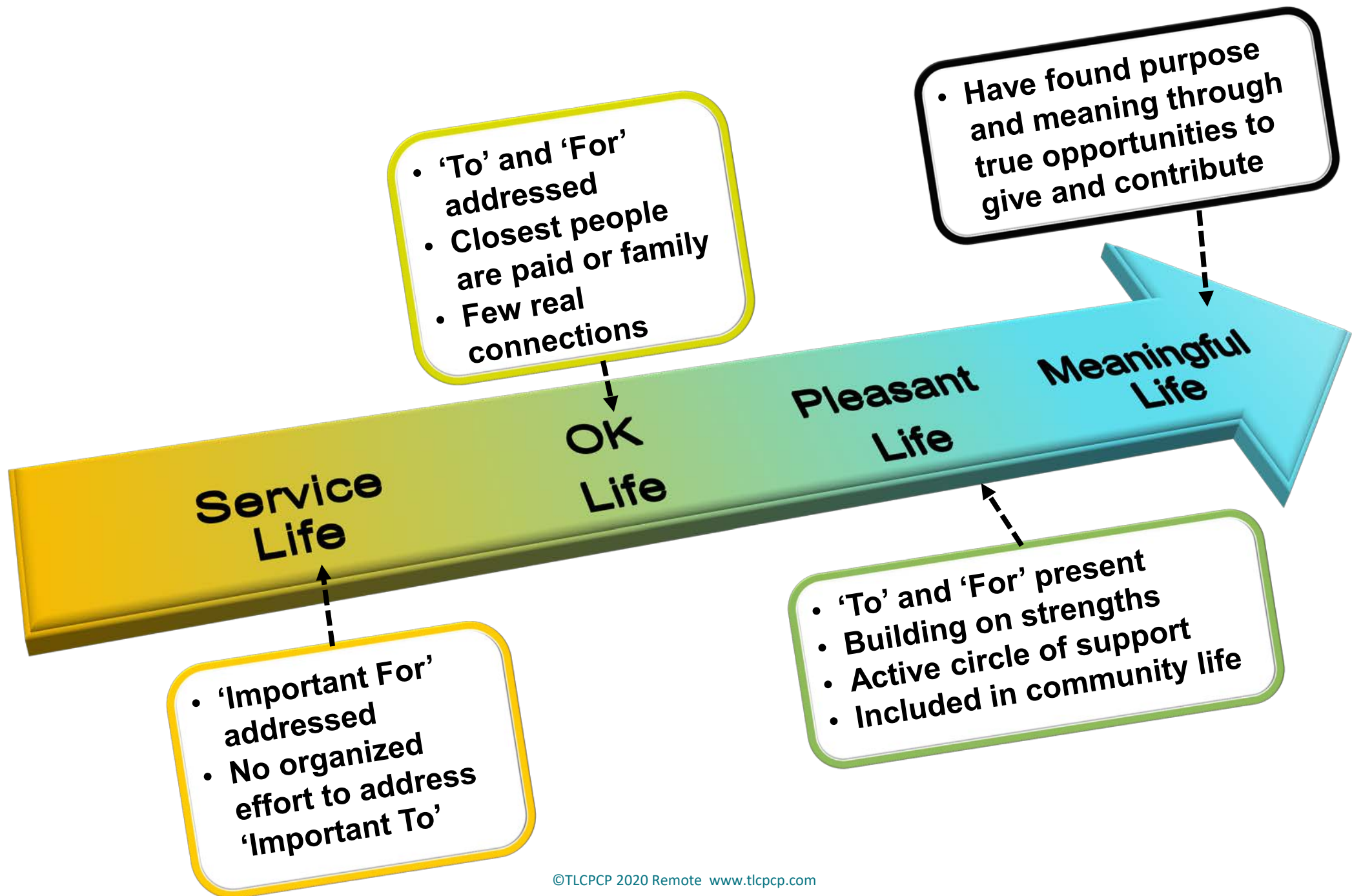
- His vision
- Being a beacon
- An original thinker
- Gives a clear message
- Has a clear and unwavering purpose
- Explains complex things with an economy of language

Best Support

- I am a good leader but not a good manager – support my strengths
- There are always more things to do than there is time.
- Action plans, with clarity about who does what by when, are needed
- I appreciate being reminded about what is helpful and necessary.
- Remember I am best at working on future concerns, but will help with what is needed now
- When you want feedback, ask
- I lose the balance between work and life, gentle reminders are helpful

Each of us want lives where are supported by and contribute to our communities





Person-Centered Plans Should Describe



Who You Are



**How You Want
to Live**



**How to Move
Toward Your
Desired Life**

Person-Centered Planning

- Is never done to you
- Is always done with you
 - Supports you in having positive control over the process
- Helps you move in a positive direction



What It's About

Person-Centered Planning is about:

- Asking the right questions
- Respectfully listening
- Organizing the learning



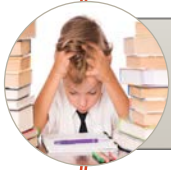
The First Questions



What do you want the plan to help accomplish?



Who is going to use the plan and how?



What do we need to learn, what needs to be written down?



Are there sensitive issues that need to be addressed outside the meeting?




Are there issues of culture or identity we need to be aware of and plan for them to be addressed respectfully?

Then Ask...

- 1** What planning process best matches the answers to the first questions?
- 2** Who, besides you, should we listen to? Who has helpful information?
What questions would be helpful to ask?
- 3** What role(s) do you want to have in the process?
Do you want to lead the meeting/ask the questions?
Do you want to write the plan (with support)?
Do you want to actively edit or just have final approval?
Something else?

After learning what someone wants to accomplish and desired outcomes, ask:


How can we help you get from where you are to where you want to be?



How do you want to be supported while on the journey?



How can you make the best uses of the resources available to you?



What is going well that you want to maintain and what do you want to change?

Process Experts + Content Experts

Process Experts

Know how to develop and write a Person-Centered Plan



Content Experts

Know what the plan should say

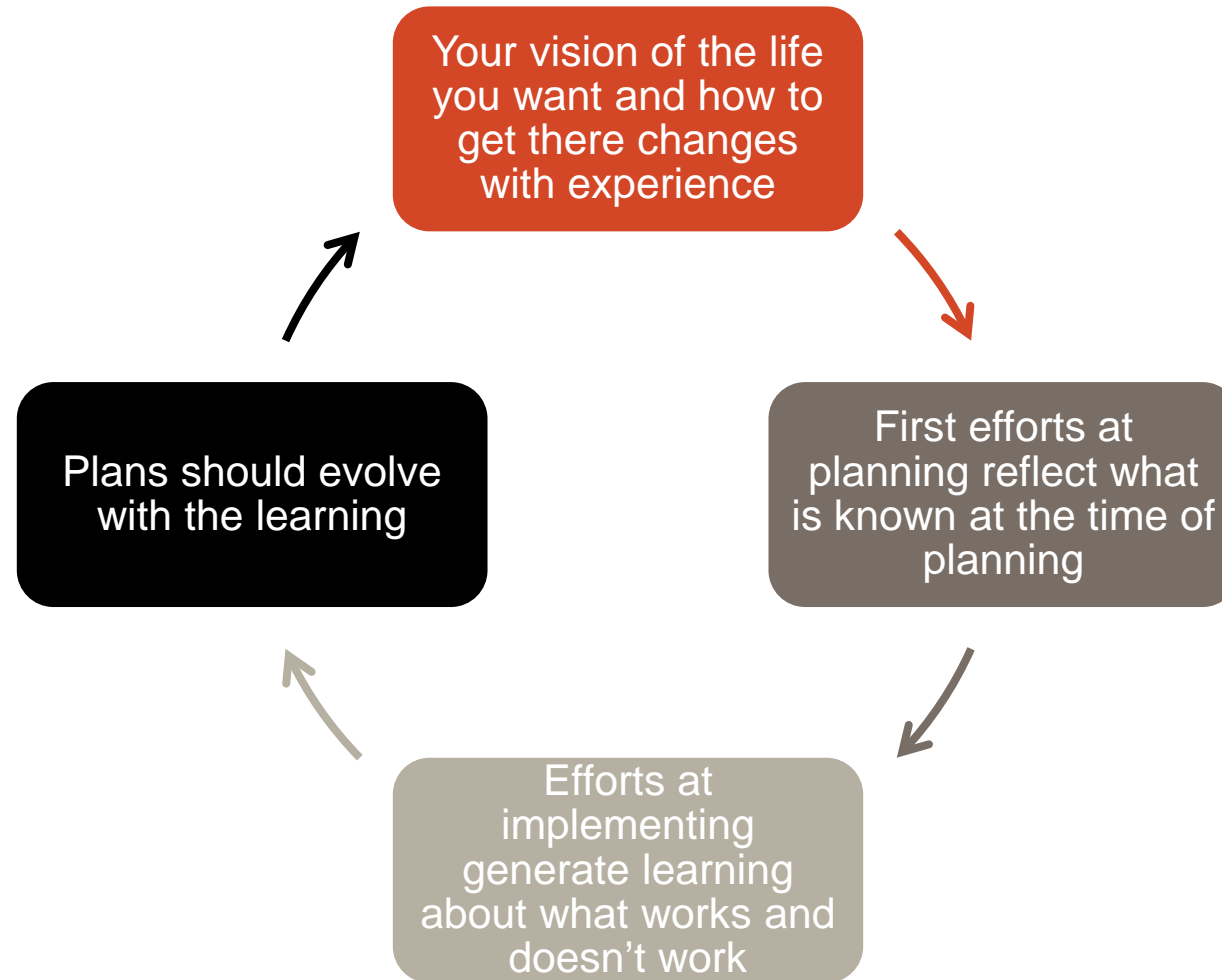
The primary content expert is always the person whose plan is being developed

Good Process Experts

Help the person have positive control over the process

Help and encourage the person to become their own process expert

Good Plans Are Living Plans



When You Read a Good Plan

- You feel that you have met the person (and not just the disability)
- The plan respectfully reflects the person's culture and identity
- You know what the person wants the plan to help accomplish
- How to best support the person in moving toward their outcome(s) is clear





— It's More Than Planning

**Person-Centered Planning, by itself:
Results in Better Paper more often
than it results in Better Lives.**

What Would a Person-Centered System Look Like?

How would we know?



Person-Centered System: 8 Parts Must Work Together

- 1** Vision, mission and values that are routinely used
- 2** Effective ways to learn the outcomes that each person wants
- 3** Engaged staff who use the skills needed for implementation
- 4** Planning, practices, and supports that are Trauma Informed



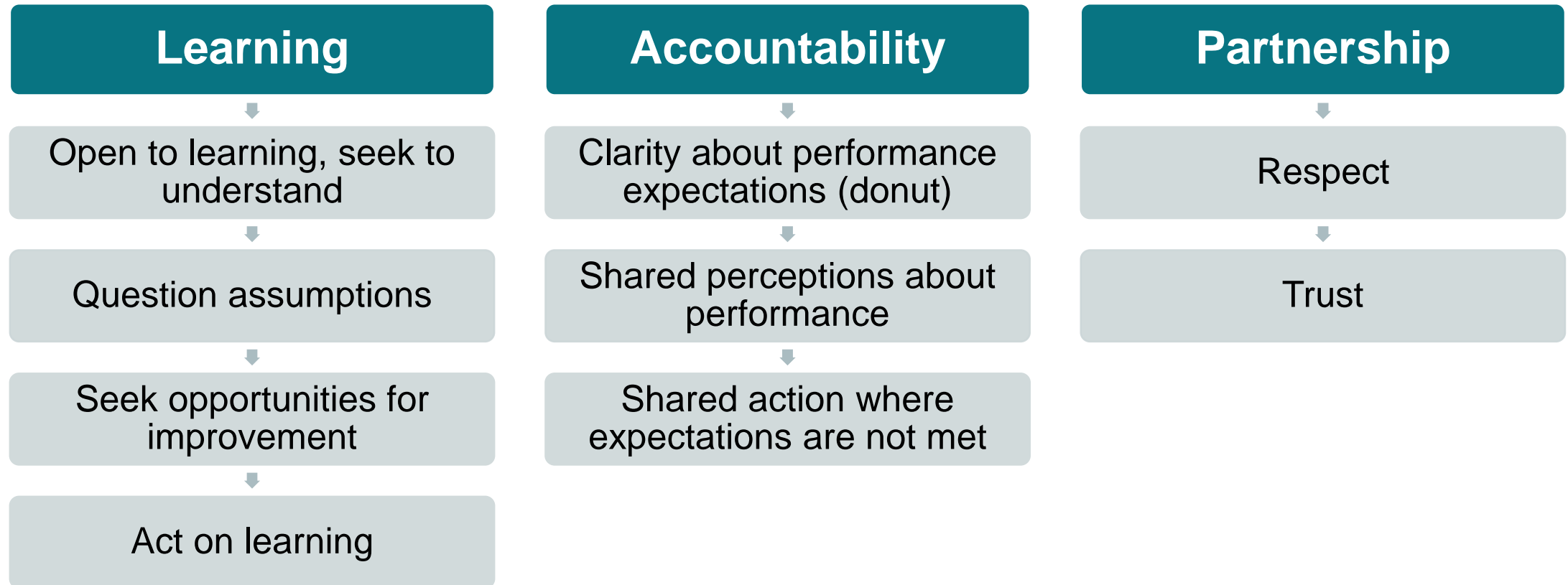
The background of the slide features a conceptual image of several hands in various skin tones reaching in from the right side to assemble a cluster of interlocking black gears. The scene is set against a light blue background, with a solid teal bar at the bottom. The overall theme is teamwork and the integration of different parts into a functional system.

Person-Centered System: 8 Parts Must Work Together

- 5** Alignment of external and internal pressures to support the first four parts
- 6** External and internal advocacy for the vision and alignment, including what does and does not get public funding
- 7** A quality measurement system that measures effectiveness and identifies areas for improvement
- 8** Leaders that understand all the above and engage in sustained and consistent actions for their implementation

Leaders Support a Positive Organizational Culture

Build/Maintain Positive:



Leaders Support a Positive Organizational Culture

Reduce/Eliminate Negative:

Blame/Fear



Avoid responsibility

Crisis



“Band-Aids” rather than real solutions



Too little time because of number of crisis

Silent



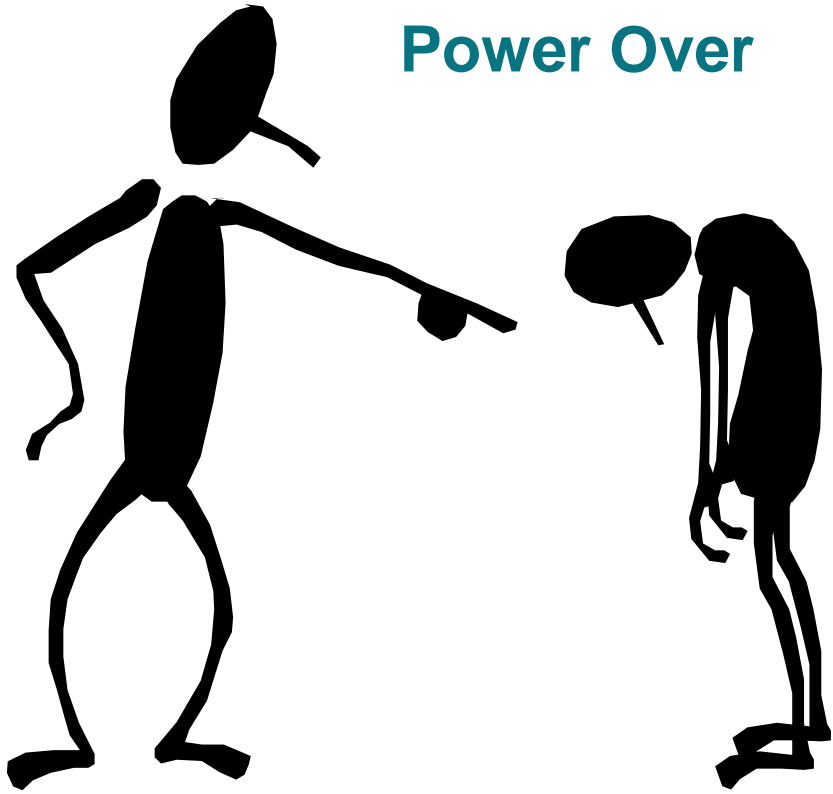
Don't question authority/hierarchy



Real input not solicited/welcomed

Fixing vs. Supporting

Power Over



Power With



Questions + Answers

Break: Five Minutes

- 1 Take a five-minute break.
- 2 During that time, please visit: www.menti.com and use the code: 77 76 76 5
- 3 Use a few words to describe what Person-Centered Practices mean to you.
- 4 After break, we'll review the results together.
- 5 After the webinar, we'll use the results to create a North Dakota definition for Person-Centered Practices.

Mentimeter



Panelists Sharing Lived Experiences



Tanya RedRoad

*Parent Coordinator,
ND Federation of Families
for Children's Mental Health*



Jake Anderson

*President of Advocates
Leading their Lives (ALL)
Group*



Sheryl Beard

ALL Group Member

Closing + Next Steps

- 1** Register for our next webinar (and invite colleagues and friends!) at:
https://zoom.us/webinar/register/WN_j7P4-qu5RYCdCuBmTqOrcA
- 2** Responses to the word cloud exercise will be used to develop a North Dakota definition of Person-Centered Practices.
- 3** Begin or continue having conversations about PCP, including what it means to you and how systems can be enhanced to provide better experiences.
- 4** Visit www.hsri.org/nd-pcp to view and use the materials currently available. The recording and slides from today's webinar will be available within two weeks.
- 5** Complete the polling questions to help inform future webinars.



Thank You