

Person-Centered Systems Change: Reflections from the First NCAPPS Technical Assistance Cohort

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Welcome to Today's Webinar



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Thank you for joining us to learn about **the first NCAPPS technical assistance cohort!**

This webinar series is sponsored by the National Center on Advancing Person-Centered Practices and Systems. NCAPPS is funded by the Administration for Community Living and Centers for Medicare & Medicaid Services.

NCAPPS webinars are free and open to the public.

The goal of NCAPPS is to promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.





Webinar Logistics

- Participants will be muted during this webinar. You can use the **chat** feature in Zoom to post questions and communicate with the hosts.
- Toward the end of the webinar, our speakers will have an opportunity to **respond to questions** that have been entered into **chat**.
- The webinar will be live captioned in English and Spanish. To access the Spanish captions, please use this link:
<https://www.streamtext.net/player?event=HSRI-SPANISH>
- El seminario de web estará subtulado en vivo en Inglés y Español. Para tener acceso a los subtítulos en Español, utilice este enlace: <https://www.streamtext.net/player?event=HSRI-SPANISH>
- This live webinar includes polls and evaluation questions. Please be prepared to interact during polling times.



Feedback and Follow-Up

- After the webinar, you can send follow-up questions and feedback about the webinar to NCAPPS@hsri.org.

(Please note that this email address is not monitored during the webinar.)

- The recorded webinar, along with a pdf version of the slides and a Plain Language summary, will be available within two weeks at NCAPPS.acl.gov. We will also include questions and responses in the materials that are posted following the webinar.



Who's Here?

“In what role(s) do you self-identify? Select all that apply.”

1. Person with a disability/person who uses long-term services and supports
2. Family member/loved one of a person who uses long-term services and supports
3. Self-advocate/advocate
4. Peer specialist/peer mentor
5. Social worker, counselor, or care manager
6. Researcher/analyst
7. Community or faith-based service provider organization employee
8. Government employee (federal, state, tribal, or municipal)

Meet Today's Speakers



**Mary
Bishop**



**Michaela
Frissell**



**Saska
Rajcevic**



**Patricia
Richardson**



**Jonas
Schwartz**



**Thom
Snyder**

National Center on Advancing Person- Centered Practices and Systems



Connecticut's Project
Patricia Richardson
Department of Aging & Disability Services



Planning Meeting

- On February 1, 2019, state agencies met to discuss Person-Centered thinking and practices in Connecticut
- All agreed to apply for help from the new agency, National Center on Advancing Person Centered Practices and Systems (NCAPPS)
- The Department on Aging & Disability agreed to apply on behalf of Connecticut

Why Technical Assistance was Sought

- Multiple Person-Centered Thinking/Practices Curriculum were offered throughout the state
 - No uniform standard
 - Each agency had financial and emotional investments in its curriculum
- Support was not being provided in the same way when people moved from one agency to another
- Desire to find a way for agencies to lower costs by working together to hold trainings
 - Reduce need for staff to re-take training when moving from one employer to another

Seven Agencies offered trainings

State Unit on Aging –
Department of Aging and
Disability Services

Department of Mental
Health & Addiction
Services

State Department of
Education/Bureau of
Special Education

Development Disabilities
Network – University
Center for Excellence in
Development Disabilities
(UCEDD)

Department of Labor-
Welfare to Work

Department of Social
Services

Department of
Developmental
Disabilities



Technical Assistance Plan

- A Technical Assistance plan was written and approved by the Administration for Community Living with goals and objectives
- A CT NCAPPS Core Team was developed
- A group of key stakeholders with lived experience who were willing to help was gathered. We met on a quarterly basis.



Connecticut's Goals and Priorities

- To list what is common and needed in the training for staff to be person-centered (core competency)
- To know when and if staff are being person-centered (Develop quality standards)
- To do a better job to get ideas, feedback and involvement from people with lived experience (Improve participant engagement)



Evaluation: Are the trainings working?

- Are staff become more person-centered when they are supporting an individual after training?
- What, if anything, should be added after the initial training to make sure support is person-centered?
- Do individuals understand what a person-centered plan should look like? Individuals and families need the tools to self-advocate for person-centered and person-directed plans



Original Core CT NCAPPS Team

- Patricia Richardson- Department of Rehabilitation Services
- Dawn Lambert – Department of Social Services
- Sheila Nolte – Department of Social Services
- Siobhan Morgan – Department of Developmental Services
- Michael Reilly – Department of Mental Health and Addiction Services
- Linda Rammler – University Centers for Excellence in Developmental Disabilities
- Missy Wrigley – Bureau of Special Education (State Dept of Education)
- Person with lived experience – Michaela Fissel, Advocacy Unlimited

NCAPPS CT Core Team

- Met monthly to work on goals
- Compiled content of each curriculum
- Made a crosswalk of the various curriculums with help from our technical expert, Janis Tondora
- Developed a set of core competencies with five domains



Five Competency Domains for
Staff Who Facilitate Person-
Centered Planning

Five Person-Centered Planning Competency Domains

- A. Strengths-Based, Culturally Informed, Whole Person-Focused
- B. Cultivating Connections Inside the System and Out
- C. Rights, Choice, and Control
- D. Partnership, Teamwork, Communication, and Facilitation
- E. Documentation, Implementation, and Monitoring

CT's Stakeholder Group

Over half of the participants with lived experience or the families who represent them

Provided feedback on the design, refinement, and implementation of person-centered thinking, planning and practice in CT – met quarterly

Currently helping with a plain language Person Centered Planning definition



Stakeholder's Role with Listening Sessions

Located	listening sessions with existing groups
Helped	coordinate dates/times of meeting sessions
Encouraged	participation for improved feedback
Identified	The right questions to ask

What is known about
the planning
process?

Listening Sessions

What tools are being
used to help prepare
people for a planning
meeting?

How should we
provide education
and outreach?

Will outreach be
different depending
on population?

In Process

- Surveying persons with lived experience
- Develop outreach and education campaign to reach individuals/families
- Develop goals and outreach with an education plan to engage individuals in the person-centered planning process





QUESTIONS?

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Georgia Department of Human Services
Division of Aging Services

NCAPPS BRIEFING

Thom Snyder
Aging Services Coordinator



STRONGER FAMILIES FOR A STRONGER GEORGIA



NWD



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GCOABH

GARD





Persons with disabilities and/or behavioral health conditions are living longer and entering the Aging network

Persons who have behavioral health issues are living longer and are often developing cognitive impairments

Older adults are experiencing behavioral health and substance abuse symptoms at higher rates*





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Common
definition

Common
metrics

Common
standards

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DEFINITION

**HOLISTIC
APPROACH**

**FLEXIBLE
PLANS OF
CARE**

**INTENTIONAL
CONVERSATIONS**

**MAXIMUM
ACCESS**





- **ENVIRONMENTAL SCAN OF PARTNERS**
- **EACH PARTNER ASSIGNED INDICATORS TO 4 CATEGORIES (MAXIMUM ACCESS – SYSTEM OF CARE)**





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Questions?

Thom Snyder
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HHS Accomplishments

Mary Bishop, LMSW

Team Lead

Person Centered Practices

Did You Know?! HHS has:

Certified Person Centered Thinking (PCT)

- Trainers (15)
- Coaches (7)
- Coach Trainers (2)
- Mentor Trainers (2)

In-process to be certified

- PCT Trainer Candidates (8)
- Mentor Trainer Candidates (2)



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Did You Know?! HHS has: (cont.)

- Child Protective Services has a (1) Certified PCT Trainer
- Provided PCT Training to over 700 people since 2019 (LIDDA, MCO, and Private Providers, and HHS)
- Completed 2 years of a Technical Assistance Grant from NCAPPS (now we are in year 3)



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Did You Know?! HHS has: (cont.)

- A Person Centered Strategic Planning Committee with 97+ participants Statewide including those with Lived Experience
- A Draft Person Centered Strategic Plan
- 7 Person Centered Strategic Planning Workgroups



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Strategic Planning Workgroups

Parallel Tracks: Trauma Informed Person Centered Practices in Texas

- Works to expand the breadth of person-centered practices (PCP) across HHSC & State Agencies.
- **Co-Chairs:**
 - Laura Buckner
 - Mary Bishop



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Strategic Planning Workgroups (cont.)

Oversight of Rule Changes

- Identifies rules that need to become Person-Centered (PC) and the work required to have the rules become PC.
- **Co-Chairs:**
 - Randall “Randy” Consford
 - J.R. Top



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Strategic Planning Workgroups (cont.)

Outward Face of HHS (Are we walking the talk?)

- Works with our Branding Guide, web site, memos, contracts and other internal documents to become Person Centered.
- **Co-Chairs:**
 - Keisia Sobers-Butler
 - Holly Riley



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Strategic Planning Workgroups (cont.)

Quality & Oversight

- Measures if “people get better lives, not just better paper”
- How to provide oversight based on the person’s desired life choice, self-determination and desired outcomes.
- **Co-Chairs:**
 - Amanda Bowman
 - Vacant



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Strategic Planning Workgroups (cont.)

Employment and Meaningful Day* Services

- Looks at how employment and meaningful day services occur based on choice, experience, self-determination and desired outcomes across HHSC and state agency collaboration using PCP.
- **Co-Chairs:**
 - Jonas Schwartz
 - Nethra Davis
 - Terry Wendling



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Strategic Planning Workgroups (cont.)

Framework for “My Life Plan”

- Identifies applications and needed adaptations to support all HHSC populations, supports, and services while drafting the planning framework to include tools and guidance reflecting updated rules, policies, and procedures.
- **Co-Chairs:**
 - Norine Gill
 - Noemi Smithroat
 - Jennifer Caruso



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Strategic Planning Workgroups (cont.)

Peer Partners

- Identifies and works with current and future Peer to Peer/People Planning together efforts to strengthen supports provided by people with Lived Experience to support their peers through their recovery and planning processes.
- **Co-Chairs:**
 - Jeff Garrison-Tate
 - Christine Medeiros



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Successes of the Seven (7) Workgroup

Parallel Tracks' Successes

- **Vision:** The HHS system puts the person first. We help the people we support achieve purpose, meaning and well-being, as they define it.
- **Mission:** Incorporate Person-Centered thinking, planning and practices into the HHSC system to help achieve and sustain the vision.
- **Approved** by the Person Centered Practices Steering Committee



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Oversight of Rule Changes'

- Created and completed the first PCP Environmental Scan
- Updated the Scan to include the Texas Workforce Commission
- Updated again to include Texas Statute, Contracts and Manuals



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Outward Facing Committee

- Organizational survey created & platform identified
 - Ready to send out
- Use of posters to partner with HHS teams
- Action plan template developed
- Person Centered Thinking "PCT" Video released & HHS Media made it Accessible
- Submitted to HR for New Employee Training



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Quality & Oversight

- This workgroup is reforming and will begin it's work with Dr. Janis Tondora within the next few weeks
- Dr. Tondora will expand on her efforts with this workgroup and where she hopes to take HHS



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Employment & Meaningful Day* Services

- Reviewed My Life Plan (MLP) to ensure employment is discussed with the person
- MLP to be shared with Texas Workforce Commission (TWC) Vocational Rehabilitation Counselors as needed for collaboration
- Virtual Training Process outlined for TWC and all others working within Supported Employment Placement to utilize for Person Centered Supports and Focus



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Employment & Meaningful Day* Services (cont.)

- TWC Person Centered Training video is being developed and is on schedule for completion by April 30, 2021
- Field testing of the training process to be an integral part & focus to ensure people receive Person Centered Employment Supports to reach their desired employment and meaningful day
- Supports Individual Skills and Socialization (ISS) efforts to be in compliance with HCBS Settings Rule before March 17, 2023



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Framework for “My Life Plan”

- My Life Plan (MLP) & MLP Reference Guide (RG) developed
- MLP and RG reviewed by Subject Matter Experts (SMEs)
- Feedback being compiled for final review and updates
- HHS IT is waiting for approval to make the MLP into an electronic version
- With approval from leadership MLP and RG will be piloted by as the STAR+PLUS Home and Community Based Service PC Planning Tool



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Peer Partners

- Establishment of a diverse workgroup that currently uses and plans to use the Peer model
- Identified the range of current Peer to Peer Support Programs throughout Texas to build on knowledge
- Development of “Peer to Peer Support Matrix” and the information needing to be captured with the aid of Dr. Bevin Croft and Dr. Janis Tondora
- Presentations held and additional ones are scheduled to share details to demonstrate how the programs are facilitated and documented in the Matrix



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Brain Injury Programs Accomplishments

Brain Injury Programs Successes

- Office of Acquired Brain Injury (OABI) and Comprehensive Rehabilitation Services (CRS) work together as Brain Injury Programs provide continuity and wraparound supports to people with all types of brain injury
- CRS and Texas Workforce Commission (TWC) Collaboration
- Brain Injury Programs participation in the NCAPPS Brain Injury Learning Collaborative resulting in program goals being established to achieve person centered practices



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Brain Injury Programs Successes (cont.)

- Developing stories for Person-Centered Thinking (PCT) Training specific to Traumatic Brain Injury and Spinal Cord Injury
- Brain Injury Programs staff accepted as PCT trainer candidates
- CRS Program's model of care incorporates person centered practices
- Review and updates to the Texas Brain Injury Resource Guide to reflect person centered thinking



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PCP Team Accomplishments

PCP Team Accomplishments

- PCT Virtual Trainings began October 2020
 - Replacing the 2 day in person course
 - Due to COVID-19
- Updated Spanish version of Intro to Person Centered Thinking training course
- Shared PCT Video with Dr. Croft at NCAPPS & The Learning Community for Person Centered Practices



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PCP Team Accomplishments (cont.)

- PCT Video placed first on NCAPPS “Highlights from the NCAPPS Technical Assistance States” website
<https://ncapps.acl.gov/technical-assistance.html>
- HHSC’s Person Centered Planning web page is being updated including new training links added especially for dementia



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On Going Person Centered Practices Overview Training

- Comprehensive Rehabilitation Services "CRS" & Texas Workforce Commission "TWC" Collaborative Groups
- Behavioral and Mental Health teams
- Financial Management Services Agencies (FMSAs)



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On Going Person Centered Practices Overview Training

- Orientation for Managed Care Organizations (MCO)
- Local Intellectual and Developmental Disability Authority "LIDDA" Organizations including reaching out to:
 - Interested families
 - Members of the community
- Deaf, Blind & Multiple Disabilities teams



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Money Follows the Person Demonstration Grant

Successes in 2019 & 2020

Dr. Camron Camp provided:

- Montessori Inspired Lifestyle®: Montessori Based Dementia Programming®
 - 287 attendees
- Montessori Inspired Lifestyle®: Montessori Based Dementia Programming® & Montessori Principles for Leadership & Staff Engagement
 - 530 attendees



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Successes in 2019 & 2020 (cont.)

The Support and Connection Series

- Held two “Person Centered Practices During COVID: A Free Virtual Training Series for High Risk People and Their Support Networks” trainings which focused on:
 - Trauma Informed Care
 - Behavioral Health
 - People Planning Together for Self Advocates
 - 510 attendees



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Successes in 2019 & 2020 (cont.)

- We certified six 2-person teams, “People Planning Together” trainers
 - Trained 126 + attendees
- Story Writing for PCT Training for Child Protective Services and those with Traumatic Brain Injury and Spinal Cord Injury



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Thank You

Mary Bishop, LMSW, Person Centered Practices Team Lead

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Utah Introduction



Saska Rajcevic

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Policy Specialist

- The mission of the Utah Division of Services for People with Disabilities (DSPD) is to promote opportunities and provide supports for people with disabilities to lead self-determined lives by overseeing home and community-based services for more than 6,000 people who have disabilities.
- <https://dspd.utah.gov/>

Utah's Goals

1

Increase service user engagement with person-centered practices.

2

Ensure that person-centered thinking and planning are translated into practice through revised Person-Centered Planning standards and procedures.

3

Develop and implement a protocol to measure services user and family experience of the Person-Centered Planning process.



Utah's Successes

- Quarterly Stakeholder Meetings
- “Be Informed and Be Involved” Webpage
- New Person-Centered Support Plan (PCSP) Software Stakeholder Workgroup
- Continued Development of New PCSP Software
- Person-Centered Planning Foundational Handbook for Support Coordinators



Utah's Challenges

- “We are already person-centered”
- Lack of trust
- Misinformation
- Lack of understanding



Lessons Learned by Utah

- Close the feedback loop
- Show up and be present
- Understand your history
- Authentic change takes time



What's Next for Utah?

- Developing a framework for measuring person-centered outcomes
- Promoting person-centered practices at our state Intermediate Care Facility (ICF)
- Revamping our Support Coordinator Core Training
- Officially releasing what we have been working on (software, handbook, etc.)



Questions?


New Technical Assistance Application!

The application for the next cohort of NCAPPS TA is available now!

TA will be provided at no charge to 10 selected States, Territories, or Tribes for up to 100 hours per year, for up to two years.

The application is due by July 30, 2021.

https://ncapps.acl.gov/docs/NCAPPS_TechnicalAssistanceApplication_210616_Accessible.pdf

 NCAPPS National Center on Advancing Person-Centered Practices and Systems

NCAPPS Technical Assistance Application

NCAPPS provides technical assistance (TA) to States, Tribes, and Territories to help make supports for older adults and people with disabilities more person-centered. NCAPPS technical assistance enhances systems change efforts that aim to ensure the person is at the center of thinking, planning, and practice. In addition to technical assistance, NCAPPS hosts topic-specific learning collaboratives and webinars throughout the year. To learn more, visit [the NCAPPS website](#).

TA recipients will work with national subject matter experts to develop a TA plan and achieve the outcomes identified in that plan. The NCAPPS team at the Human Services Research Institute will coordinate and deliver TA, in collaboration with subject matter experts. TA will be provided at no charge to selected States, Territories, or Tribes for up to 100 hours per year, for up to two years. For information about the current NCAPPS TA cohort, including summaries of TA activities and products, visit the [Technical Assistance page of the NCAPPS website](#).

This application is the first of two phases in applying for TA. Once you have completed and submitted this application form, the NCAPPS team will contact you to complete the second phase. *Additional detail and guidance is included in the Technical Assistance Process and Guidance section on the last three pages of this form.*

Please submit your completed application form to ncapps@hsri.org by July 30, 2021.

1. **Name**
2. **Title**
3. **Email**
4. **Lead Organization/Agency**
5. **Population Focus Areas (check all that apply):**
 - ☐ Physical disability
 - ☐ Brain injury
 - ☐ Mental health
 - ☐ Adults
 - ☐ Transition age youth
 - ☐ Older adults with long-term service and support needs
 - ☐ Intellectual and developmental disability
 - ☐ Substance use disorders
 - ☐ Children/youth
 - ☐ Other (describe):

NCAPPS TA Application for TA period 10/1/2021 to 9/30/2023



Real-Time Evaluation Questions

- Please take a moment to respond to these six evaluation questions to help us deliver high-quality NCAPPS webinars.
- If you have suggestions on how we might improve NCAPPS webinars, or if you have ideas or requests for future webinar topics, please send us a note at NCAPPS@hsri.org

Real-Time Evaluation Questions

- 1. Overall, how would you rate the quality of this webinar?**
- 2. How well did the webinar meet your expectations?**
- 3. Do you think the webinar was too long, too short, or about right?**
- 4. How likely are you to use this information in your work or day-to-day activities?**
- 5. How likely are you to share the recording of this webinar or the PDF slides with colleagues, people you provide services to, or friends?**
- 6. How could future webinars be improved?**

Thank You.

Register for upcoming webinars at
ncapps.acl.gov

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