

# Person-Centered Planning and the Pandemic

## Tools and Approaches for COVID-19 and Beyond



# Welcome to Today's Webinar



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Thank you for joining us to learn about **person-centered tools**.

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

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- 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

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- After the webinar, you can send follow-up questions and feedback about the webinar to [NCAPPS@hsri.org](mailto: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](http://NCAPPS.acl.gov). We will also include questions and responses in the materials that are posted following the webinar.

# NCAPPS Resources



## COVID-19 Resources

### Health Care Person-Centered Profile



Health Care Person-Centered Profile

[Instructions for Developing a Health Care Person-Centered Profile](#)

Profile Examples:



Brian



James



Josie



Mariam



Marty



Veronica



Jordan

We know that many people may have to go to the hospital to receive care for symptoms related to COVID-19. A common concern is that we, or that person we care about or care for, may have to go or receive this care alone, without the support of people they know and trust, because of risk or restrictions. NCAPPS subject matter experts have created a tool – the Health Care Person-Centered Profile – to communicate a person's wants and needs if they are hospitalized without the direct support of their caregivers, family, neighbors, or friends.

The tool has two pages. The first page can be used to capture brief and vital information about the person's health status. The second page contains the Person-Centered Profile, a one-page brief description of the things that can assist medical staff in providing more tailored and person-centered care. You can use the accompanying instructions to fill out the template for yourself, someone you love, or someone you're caring for. We have also created examples that show how the tool can be used by people with a range of different backgrounds and concerns

### Resources for Person-Centered Planning during the Pandemic

The resources found here may be useful for people in various scenarios related to the COVID-19 Pandemic. Please check back frequently because we will add resources as they are available. If there is a resource that you believe would be useful to highlight here, please send a message to [ncapps@hsri.org](mailto:ncapps@hsri.org).

#### Person-Centered Thinking Skills in a Time of Crisis

This short video from Michael Smull describes how to apply person-centered thinking skills during the COVID-19 crisis. It includes discussion of balancing what's "important to" and "important for" a person and the use of tools such as Good Day, Bad Day, One-Page Profiles, and Learning Logs.



[Video Transcript](#)

#### Three Buckets and the COVID-19 Pandemic

Jenny Turner from the Charting the LifeCourse Nexus at the University of Missouri Kansas City Institute for Human Development describes how to apply the concept of "3 Buckets" of supporting the needs of people and their families during the COVID-19 pandemic.



[Video Transcript](#)

#### Life Domains and the COVID-19 Pandemic

Jenny Turner from the Charting the LifeCourse Nexus at the University of Missouri Kansas City Institute for Human Development describes how to apply the concept of "Life Domains" to supporting the needs of people and their families during the COVID-19 pandemic.



[Video Transcript](#)

# NCAPPS Resources



## COVID-19 Resources: NCAPPS Shorts

### NCAPPS Shorts: Wisdom During the Pandemic

NCAPPS has asked its subject matter experts to reflect on the importance of person-centered practices in times of crisis. Check out the videos below to hear members of our Person-Centered Advisory and Leadership Group and other NCAPPS experts on:

- What do person-centered thinking, planning, and practice look like in time of crisis?
- How do we hold on to - and even promote – person-centered thinking, planning, and practice at this time?
- How do we balance collective, public health with person-centered, individual well-being?
- What lessons we can apply from person-centered thinking, planning, and practice to get through this time of pandemic?

#### Person-Centeredness is About Empathy

*"... empathy that comes with person-centered thinking really puts us in a position to develop strategies for each person that provide the kind of sustenance and reassurance that they need during this period"*

*"person-centered practices aren't "one-and-done"; people needs are going to change. We don't know how long this isolation is going to continue, but I'm convinced that people needs are going to change as well as time goes on. So, person-centered planning, thinking, practice is even more crucial ..."*

Bevin Croft, co-director of NCAPPS, interviews Valerie Bradley, co-founder and president emerita of Human Services Research Institute, to learn more about what coronavirus might mean for person-centered supports now and into the future.

[Video Transcript](#)



#### COVID-19 and Behavioral Health

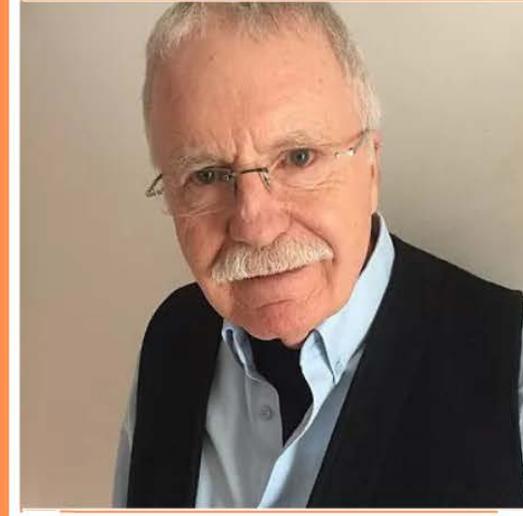
*" COVID-19 can actually serve as a catalyst to move people forward in their recovery as they connect with people in new*



**Amye Trefethen**



**Chacku Mathai**



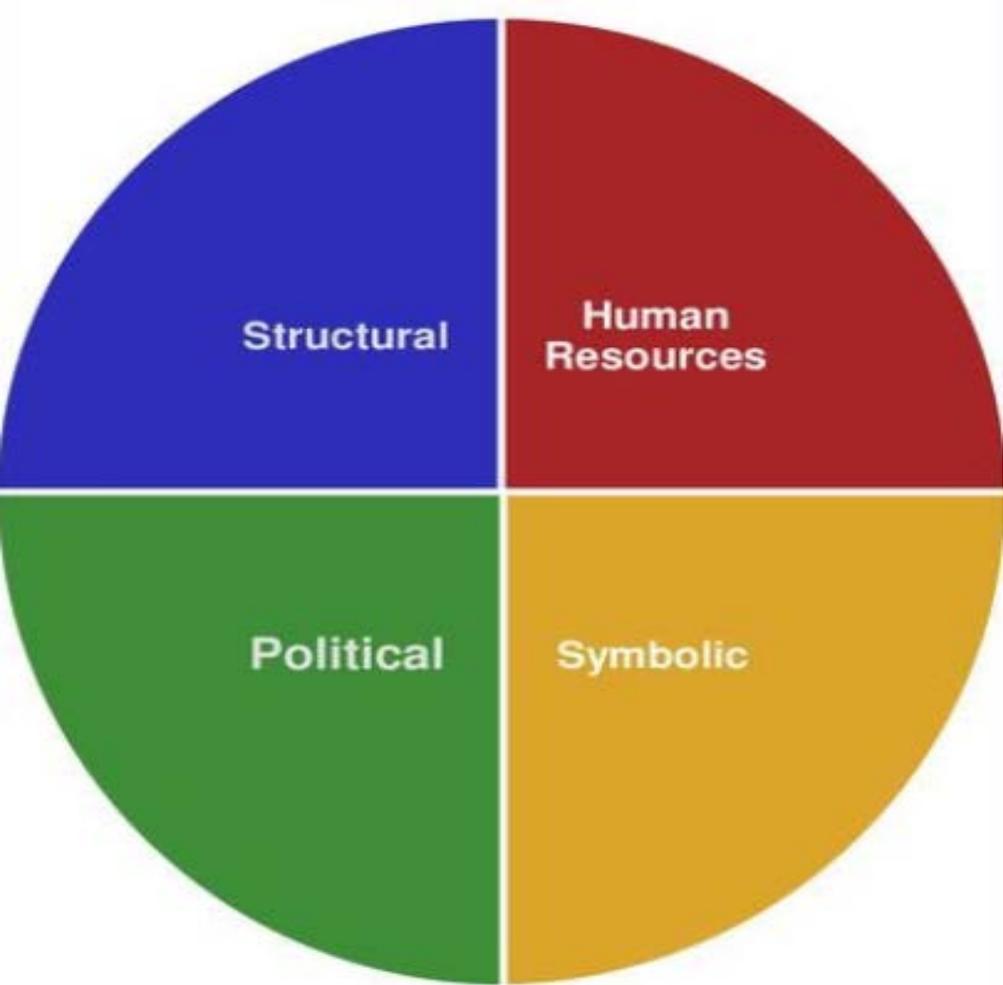
**Michael Smull**



**Jenny Turner**



**Janis Tondora**



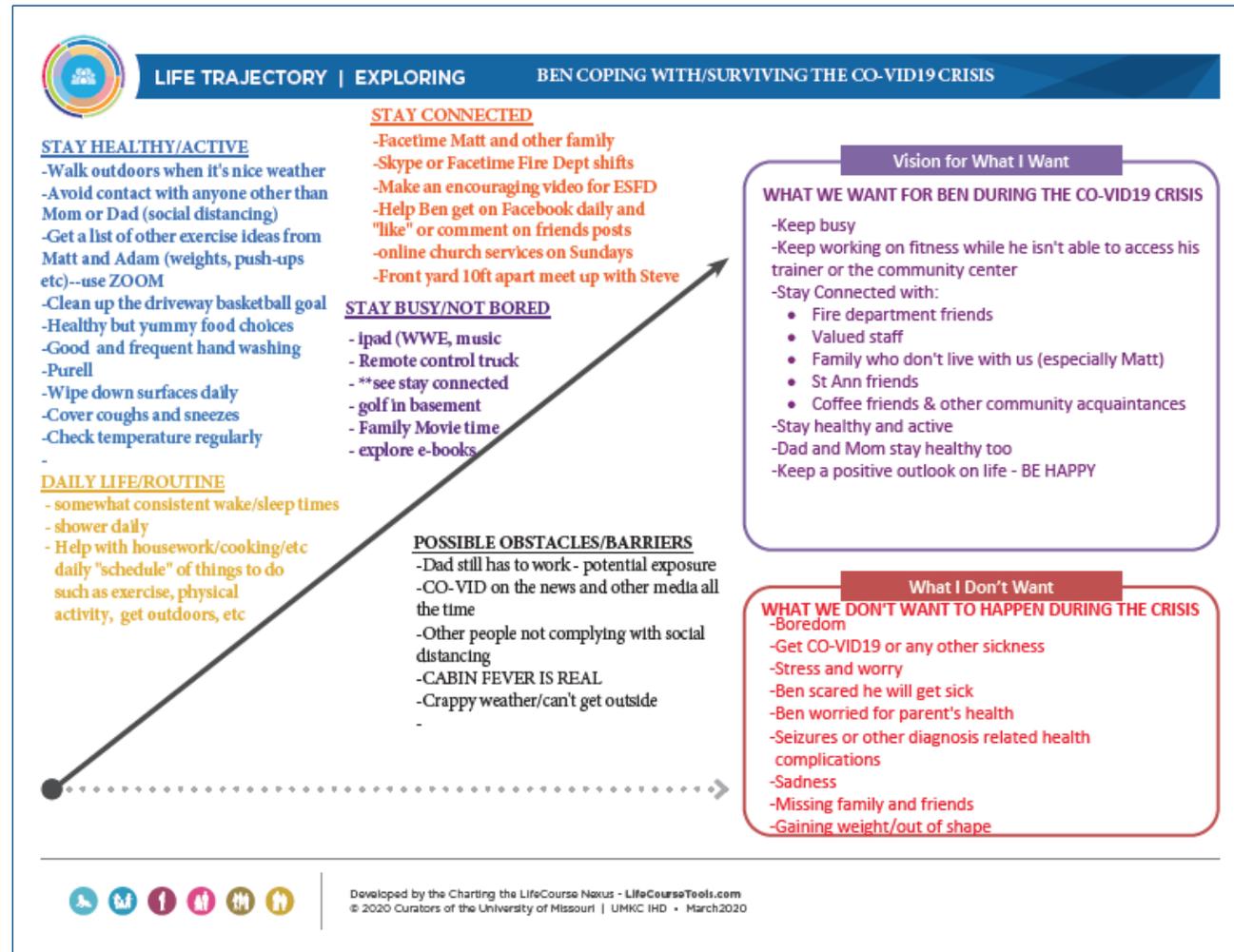
# Frames

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*“Frames are both windows on the world and lenses that bring the world into focus. Frames filter out some things while allowing others to pass through easily. Frames help us order experience and decide what action to take.”*

*(Bolman, L.G. and Deal, T. E., Reframing organizations, 1991 pg. 11)*

# CtLC Trajectory: Coping with COVID19



# Tools for Exploring Possibilities and Identifying Priorities



LIFE DOMAIN VISION TOOL | INDIVIDUAL

Name of Person Completing: \_\_\_\_\_ Date: \_\_\_\_\_

On Behalf of: \_\_\_\_\_

LIFE DOMAIN	DESCRIPTION	MY VISION FOR MY FUTURE	PRIORITY
	<b>Daily Life &amp; Employment:</b> What do I think I will do or want to do during the day in my adult life? What kind of job or career would I like?		
	<b>Community Living:</b> Where would I like to live in my adult life? Will I live alone or with someone else?		
	<b>Social &amp; Spirituality:</b> How will I connect with spiritual and leisure activities, and have friendships and relationships in my adult life?		
	<b>Healthy Living:</b> How will I live a healthy lifestyle and manage health care supports in my adult life?		
	<b>Safety &amp; Security:</b> How will I stay safe from financial, emotional, physical or sexual harm in my adult life?		
	<b>Advocacy &amp; Engagement:</b> What kind of valued roles and responsibilities do I or will I have, and how can I have control of how my own life is lived?		
	<b>Supports for Family:</b> How do I want my family to still be involved and engaged in my adult life?		
	<b>Supports &amp; Services:</b> What support will I need to live as independently as possible in my adult life, and where will my supports come from?		



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LIFE DOMAIN VISION TOOL | FAMILY PERSPECTIVE

Name of Person Completing: \_\_\_\_\_ Date: \_\_\_\_\_

On Behalf of: \_\_\_\_\_

LIFE DOMAIN	DESCRIPTION	MY VISION FOR MY FAMILY MEMBER'S FUTURE	PRIORITY
	<b>Daily Life &amp; Employment:</b> What do I think my family member will do during the day in their adult life? What kind of job or career might they want?		
	<b>Community Living:</b> Where and with whom do I think my family member will live in their adult life?		
	<b>Social &amp; Spirituality:</b> How will they connect with spiritual and leisure activities, and have friendship, and relationships in their adult life?		
	<b>Healthy Living:</b> How will they live a healthy lifestyle and manage health care supports in their adult life?		
	<b>Safety &amp; Security:</b> How will my family member be safe from financial, emotional, physical or sexual harm in their adult life?		
	<b>Advocacy &amp; Engagement:</b> How do I think they will have valued roles, responsibilities, and control of how their own life is lived as an adult?		
	<b>Supports for Family:</b> What supports does our family unit need now or will need in the future?		
	<b>Supports &amp; Services:</b> What supports and services might my family member need in the future to lead the kind of life they want as independently as possible?		



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# CtLC Integrated Support Star for Problem Solving

Resources for Caregiver if Parents are Unavailable



# Tools for Identifying Who Supports Me and How

## MAPPING RELATIONSHIPS

CARING ABOUT	Who serves in this role now?	Looking Ahead	Next Steps
Shares Love, Affection and Trust			
Spends Time and Creates Memories Together			
Knows about Personal Interest, Traditions, Cultures			

## CARING FOR

CARING FOR	Who serves in this role now?	Looking Ahead	Next Steps
Supports Day-to-Day Needs			
Ensures Material and Financial Needs are Met			
Connects to Meaningful Relationships and Roles			
Advocates and Supports Life Decisions			

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## RECIPROCAL ROLES | FAMILY PERSPECTIVE

CARING ABOUT	People's Roles in _____'s life.	Looking Ahead.	What's important to know, make sure continues, or make happen?
Share Love, Affection, and Friendship	Who loves and cares about them? <input style="width: 90%;" type="text"/>	Who else makes them feel loved? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>
Spend Time and Create Memories Together	Who else knows things that others don't know well? (habits, history, celebrations) <input style="width: 90%;" type="text"/>	With whom do they have special memories or experiences? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>
Know About Personal Interests, Traditions, and Cultures	Who has a lifetime bond with them? <input style="width: 90%;" type="text"/>	Who else would step up when/if needed? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>

CARING FOR	People's Roles in _____'s life.	Looking Ahead.	What's important to know, make sure continues, or make happen?
Day-to-Day Needs	Who makes sure activities of daily living and healthcare needs are met? <input style="width: 90%;" type="text"/>	Who else could provide oversight for these needs? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>
Material and Financial Needs	Who makes sure day-to-day basic and quality of life needs are met? <input style="width: 90%;" type="text"/>	Who else could help make sure this happens? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>
Meaningful Relationships and Roles	Who helps connect them to inclusive opportunities and maintain relationships? <input style="width: 90%;" type="text"/>	Who would be good at helping them connect with and maintain relationships and valued roles? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>
Advocacy and Life Decisions	Who supports them in planning meetings and with decision making? <input style="width: 90%;" type="text"/>	Who else could help with making decisions and advocating? <input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>

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WWW.**LIFECOURSETOOLS**.com

# Amye's Tools

## CHARTING the LifeCourse



### Integrated Supports

People need supports to lead good lives. Using a combination of lots of different kinds of support helps to plot a trajectory toward an inclusive, quality, community life. This tool will help families and individuals think about how to work in partnership to support their vision for a good life.

~~Amye~~ Oliva

#### Technology

- Calming games
- TV
- Movies/Cinema
- Radio music
- Sims 3

#### Personal Strengths & Assets

- Draw
- Create
- Read
- Design
- Computer
- Python

#### Relationships

- Mom
- Cat
- Friends
- Watch TV with MUM

• Chat online

• Online therapy

# Amye's Tools

## CHARTING the LifeCourse

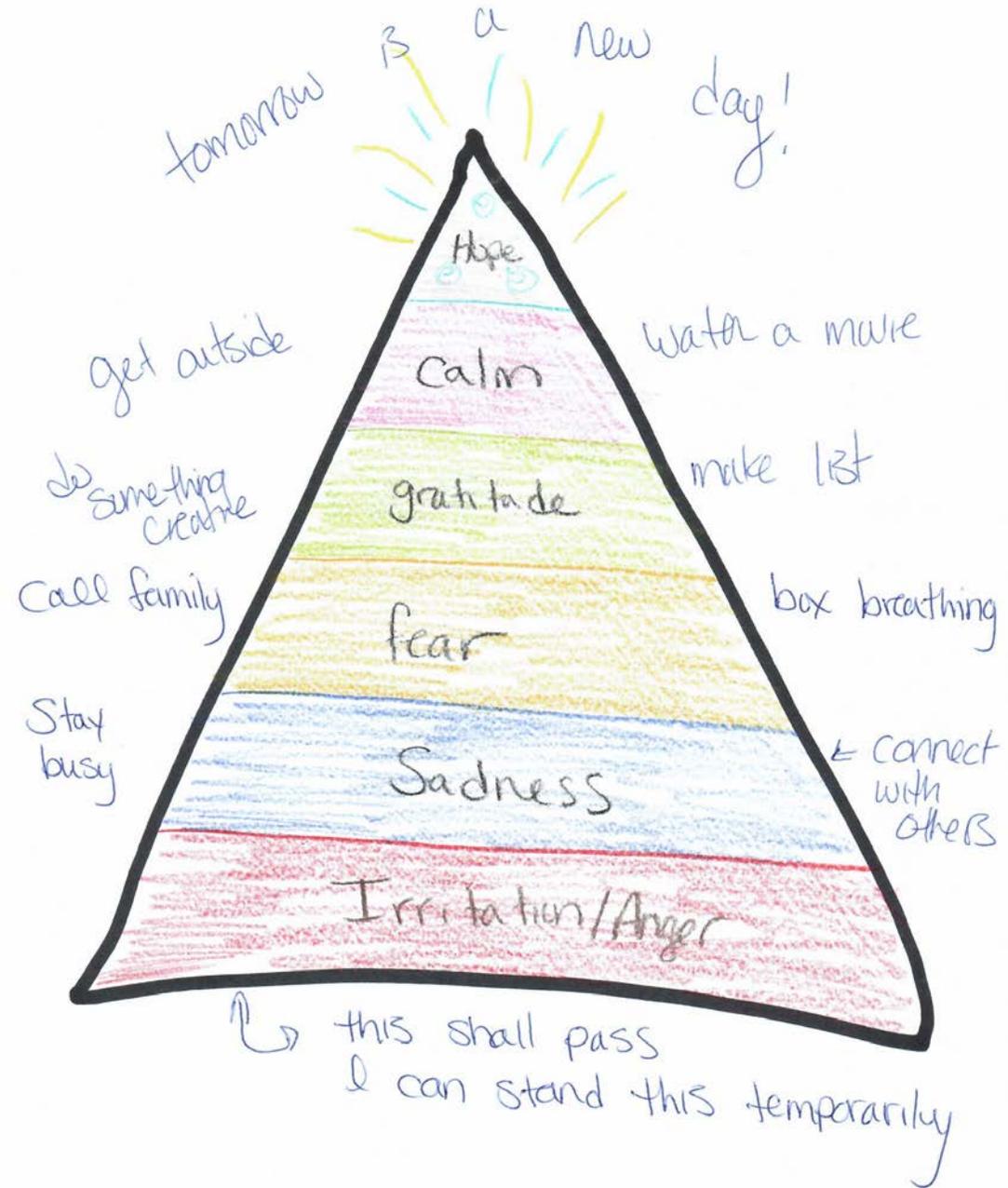
### Life Trajectory Worksheet: Family

Everyone wants a good life. The bubbles on the right will help you think about what a good life means for you or your family member, and identifying what you know you don't want. You can use the space around the arrows to think about current or needed life experiences that help point you in the direction of your good life.

Olivia

The worksheet features a large diagonal arrow pointing from the bottom-left towards the top-right. At the top of the arrow, there are six circular icons representing different life stages: a person, a family, a person walking, a couple, a group of people, and a person with a cane. At the bottom of the arrow, there are six similar circular icons. The arrow points to two rounded rectangular boxes. The top box is titled 'VISION for a GOOD LIFE' and contains handwritten text: 'When I'm happy: I go out often, Laugh, Spend time with others, ~~Do engaging~~'. The bottom box is titled 'What I DON'T Want' and contains handwritten text: 'When I'm unhappy: Hasty, Tense, Isolated, Rude, Turse'. The name 'Olivia' is written in blue ink above the top box.

# Amye's Tools



# Amye's Tools

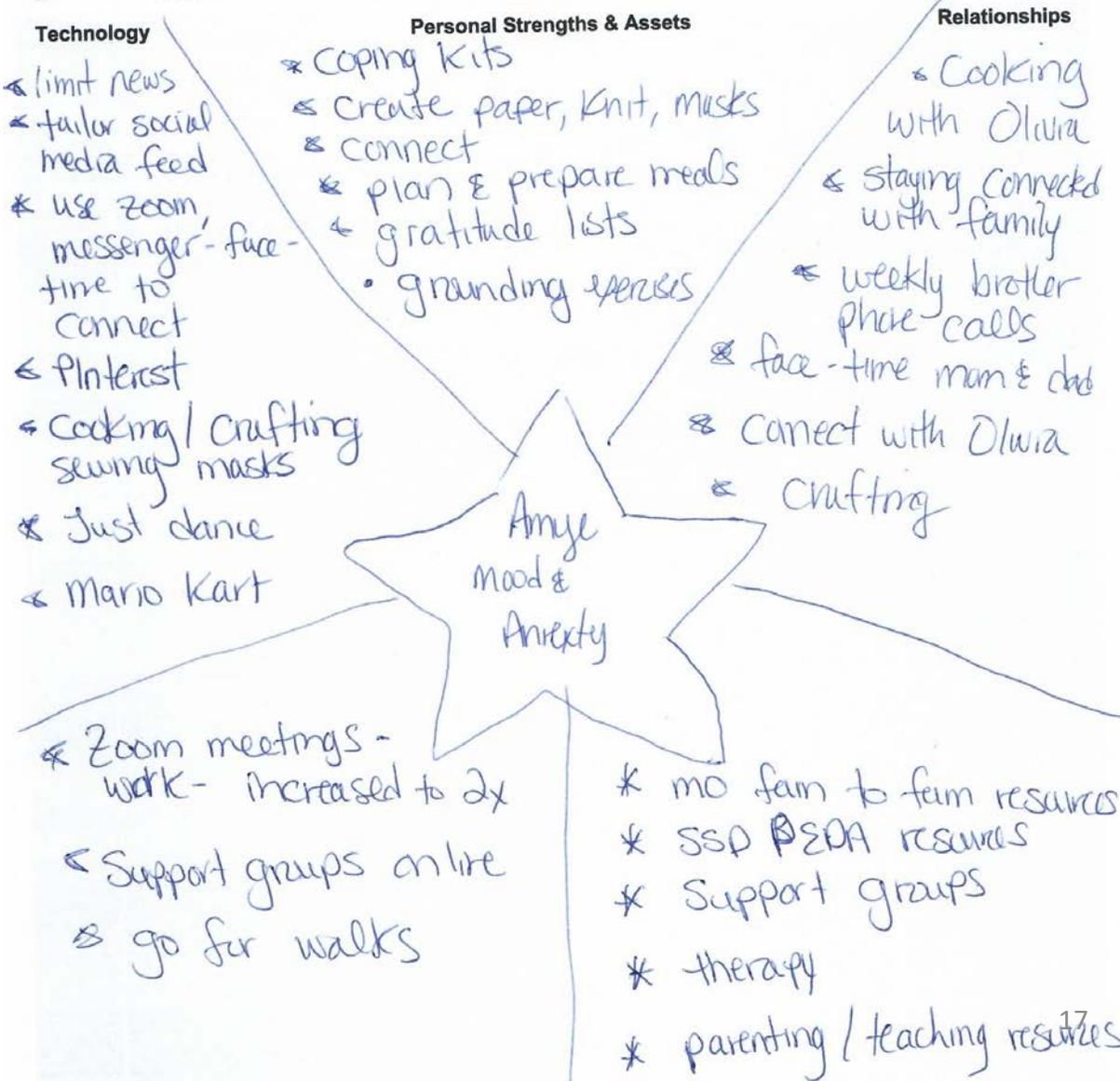
## CHARTING the LifeCourse



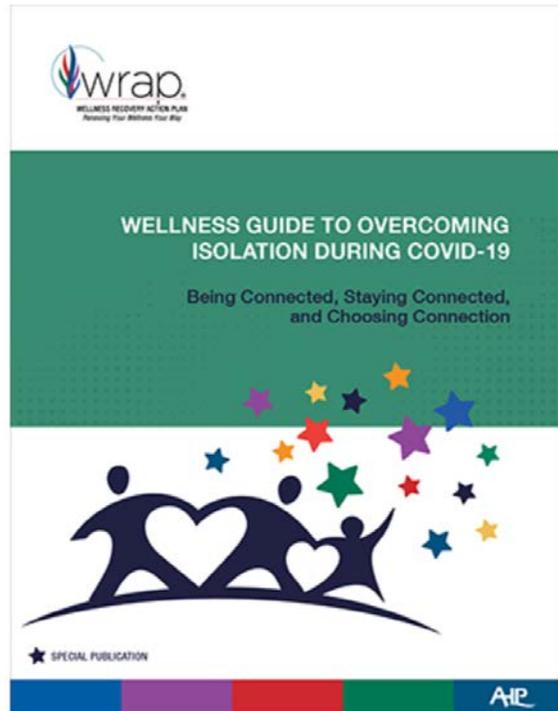
### Integrated Supports

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~~Olivia~~ Amye

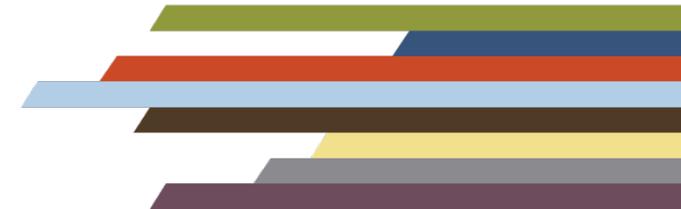


# Wellness Guide to Overcoming Isolation during COVID-19



\$0.00

- Guide to creating a daily wellness plan for staying connected while coping with isolation
  - Can be used individually, or with the support of family, friends, professionals, or peer supporters
  - Can inform an individual's recovery plan if they choose to share it with their team
- FREE Digital download @ <https://mentalhealthrecovery.com/info-center/a-new-wrap-guide-for-overcoming-isolation-during-the-covid-19-crisis/>



# Sick-Bed Visioning Tool

## Sick-bed Visioning Tool for COVID-19 Illness/Exposure

WHO WILL ORGANIZE/ACTIVATE YOUR CARE-NETWORK: (INCLUDE CONTACT INFO)

WHO IS DROPPING FOOD/SUPPLIES FOR YOU: (NAMES AND CONTACT)

WHO IS WILLING/ABLE TO COME INTO YOUR HOUSE TO CARE FOR YOU: (INCLUDE NAME AND CONTACT AND MAKE SURE THEY HAVE KEYS):

KID NEEDS/PERSON TO CARE FOR CHILDREN: (INCLUDE NAME AND CONTACT AND MAKE SURE THEY HAVE KEYS):

PET NEEDS/PERSON TO CARE FOR PET: (INCLUDE NAME AND CONTACT AND MAKE SURE THEY HAVE KEYS):

FAVORITE SICK FOODS:

DIETARY RESTRICTIONS:

FAVORITE SICK ACTIVITIES:

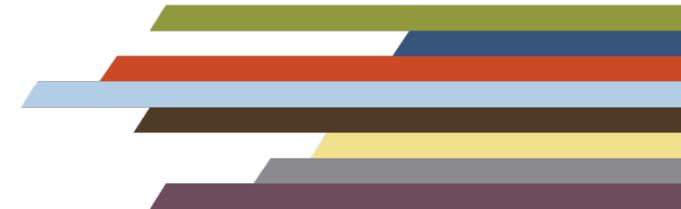
OTHER COMFORTS:

WHERE DO YOU DO LAUNDRY:

LIST OF THINGS YOU'RE GOING TO GET IF YOU ARE STUCK INSIDE FOR WEEKS AT A TIME:

ALL THE CONTACT INFORMATION FROM ABOVE IN ONE PLACE:

- Online resource to support you in developing a proactive, and personalized plan to manage the different ways COVID-19 might impact your life.
- The Sick-Bed Visioning Tool is consistent with the values of T-MAPs, Transformative Mutual Aid Practices (TMAPs): <https://tmapscommunity.net>
- Created by Famous Chrome and Verónica Bayetti Flores for friends and the community-at-large as the pandemic peaked in Brooklyn, NY.
- Designed, and updated, specific to the needs of NY but can be adapted for use in any state
- Access the tool @ [https://docs.google.com/document/d/1kHv5sYgw0vkDJRvJCq6kALU1RscOr\\_5akEMTIpJheDY/edit](https://docs.google.com/document/d/1kHv5sYgw0vkDJRvJCq6kALU1RscOr_5akEMTIpJheDY/edit)



# Healthcare Person-Centered Profile



## Health Care Person-Centered Profile *What Matters to Me*

Please call me

Mr. Blake



### 1. What people appreciate about me

Caring son, cousin  
Great cook -- famous for his meatloaf and mac and cheese  
Basketball fan and former college player at UW

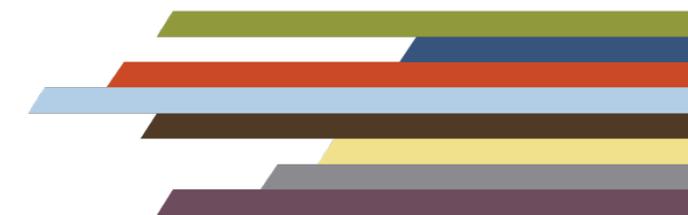
### 2. Who and what is important to me

\* My Blake lost his son years ago in a car accident. He hears his son's voice and often talks to him in return. This is comforting to him and nothing to worry about.  
\* Listening to music (e.g. Dave Mathews Band) and watching historical movies or LA Lakers basketball are his favorite activities  
\* Mr Blake does not always agree with his mother. She means well, but tries to make decisions for him he does not agree with. Mr Blake prefers you respect his wishes as outlined in this Passport and his AD.  
\* Mr. Blake has an Advance Directive, the information card is in his wallet - His cousin Mathew Harris is his health care proxy (314-548-3329)

### 3. How to best support me

\* Keeping pain under control helps Mr. Blake stay calm  
\* Mr Blake has strong thoughts about the government, especially during crisis -- he fears he is under surveillance by the FBI and CIA. Don't challenge or dismiss him as he may get upset. Reassure him of his safety and let him know you are there to help.  
\* Even when Mr. Blake is struggling with psychiatric symptoms, he understands much of what is being said. Always speak with him and explain what you are doing, and why.  
\* Mr. Blake's favorite snacks for his diabetes: almonds, yogurt, apples

- Officially released by ACL and NCAPPS
- 2-pages only
  - Page 1: Captures brief/vital information on health status. Page 2: Captures the Person-Centered Profile to assist medical staff in providing more person-centered care
- Profile tool and instructions available @ <https://ncapps.acl.gov/covid-19-resources.html>



# Deegan's *Coming Out of Quarantine* PC Tool

**My Coming Out of Quarantine Safety Plan**

Most of us are transitioning out of quarantine into the community. It's going to feel great, and maybe a bit scary. We can make a plan to stay safe and have fun.

What important things have I missed doing during quarantine?

<input type="checkbox"/> Going to my place of worship	<input type="checkbox"/> Going to the gym	<input type="checkbox"/> Hanging with friends
<input type="checkbox"/> Going to the store	<input type="checkbox"/> Going to parks	<input type="checkbox"/> Being with family
<input type="checkbox"/> Getting my hair cut	<input type="checkbox"/> Meeting up with my group	<input type="checkbox"/>
<input type="checkbox"/> Going out to eat	<input type="checkbox"/> Going to/hosting parties	<input type="checkbox"/>

Which activity do I want to get back to first?

What are the pros of returning to that activity?

<input type="checkbox"/> I will have fun	What are the cons of returning to that activity?
<input type="checkbox"/> I will reconnect with people	<input type="checkbox"/> I have an underlying health condition
<input type="checkbox"/> It's my Personal Medicine	<input type="checkbox"/> I live with a senior or high risk person
<input type="checkbox"/>	<input type="checkbox"/> I work in a high risk setting
<input type="checkbox"/>	<input type="checkbox"/>

Explore below to make your plan for staying safe.

My Plan for Staying Safe	My Plan for Staying Safe
<p>To stay safe, I will (check all that apply)</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Walk/ride a bike instead of ride shares or public transportation</li><li><input type="checkbox"/> Get an outdoor table at a restaurant</li><li><input type="checkbox"/> Wear a mask</li><li><input type="checkbox"/> Carry and use hand sanitizer</li><li><input type="checkbox"/> Stay 6 feet away from others</li><li><input type="checkbox"/> Sit away from others at church</li><li><input type="checkbox"/> Give air hugs</li><li><input type="checkbox"/> Avoid touching eyes, mouth and nose</li><li><input type="checkbox"/> Call ahead to ask what safety measures are in place</li><li><input type="checkbox"/> Carry disinfectant wipes to clean surfaces</li><li><input type="checkbox"/> Tell family/friends about my personal safety boundaries</li><li><input type="checkbox"/> Airdrop/text photos rather than handing my phone over</li><li><input type="checkbox"/> Meet with family or friends outside</li><li><input type="checkbox"/> Not share food or drinks</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Ask others to wear masks too</li><li><input type="checkbox"/> Wash hands before and after meals</li><li><input type="checkbox"/> Shop in a less crowded part of the store</li><li><input type="checkbox"/> Elbow bump instead of shaking hands</li><li><input type="checkbox"/> Wipe down credit/debit cards</li><li><input type="checkbox"/> Wash my hands after arriving home</li><li><input type="checkbox"/> Not pick up things other people have been using (e.g. basketball, game controllers, pens, utensils, books)</li><li><input type="checkbox"/> Pay online or ahead of time when possible</li><li><input type="checkbox"/> Sanitize my cell phone/tablet after being out</li><li><input type="checkbox"/></li><li><input type="checkbox"/></li><li><input type="checkbox"/></li></ul> <p>Am I ready to get back to this activity safely?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No, I need more info/support <input type="checkbox"/> No, I'll wait</p>

- On-line resource to support you in developing a personalized plan to reconnect with important people and activities in your life as we move through the COVID-19 pandemic

- What/who have you missed most?

- Pros/cons of reconnecting

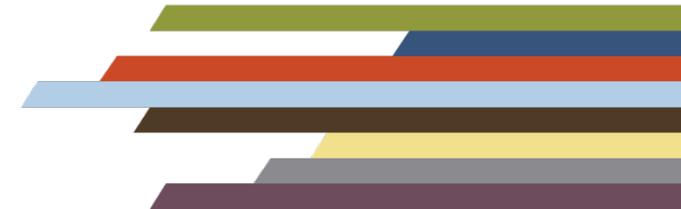
- Ways to stay safe moving forward

- Tool available @

<https://www.commongroundprogram.com/offers/Z2nkahzE/checkout>

- 5-minute instructional video on using the tool available @

[https://s3.amazonaws.com/kajabi-storefronts-production/sites/41305/themes/2125848/downloads/Xg5bBrZSeubJC2Cdok9z\\_coming\\_out\\_safety\\_plan\\_processed.mp4](https://s3.amazonaws.com/kajabi-storefronts-production/sites/41305/themes/2125848/downloads/Xg5bBrZSeubJC2Cdok9z_coming_out_safety_plan_processed.mp4)





Questions?

# Real-Time Evaluation Questions

- Please take a moment to respond to these seven 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](mailto:NCAPPS@hsri.org)

# Thank You.

Register for upcoming webinars at

[ncapps.acl.gov](https://ncapps.acl.gov)

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