

# Summary: North Dakota's Person-Centered Practices Technical Assistance Plan

## Statement of Need and Expected Outcomes

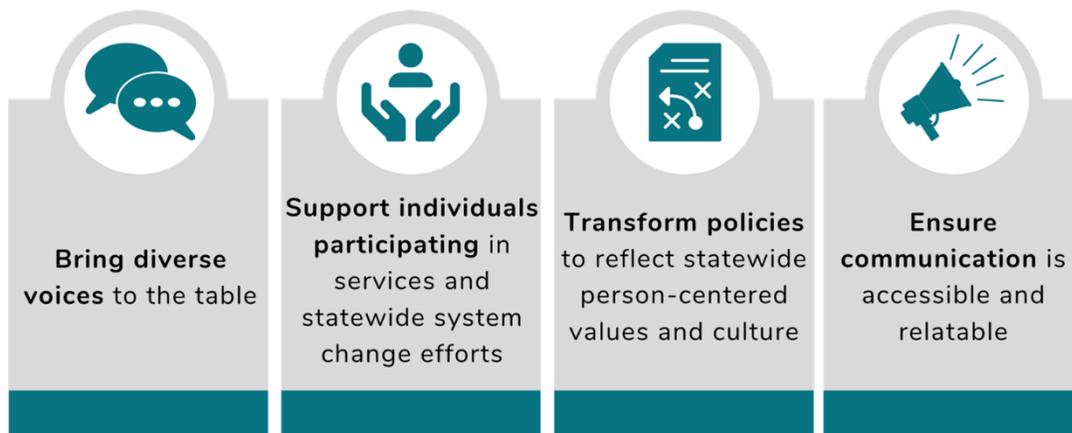
The North Dakota Department of Human Services (ND DHS) Person-Centered Practices (PCP) have evolved for decades; however, the efforts have resulted in significant variation across the department. The ND DHS Executive Leadership is supporting the development and implementation of a strong and consistent statewide vision and universal understanding of person-centeredness across all ND DHS entities and community partners.

In response to this need for systemized efforts, ND DHS developed a work group and received Technical Assistance from the [National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\)](#) for up to 100 hours of subject matter expertise for up to three years, to advance person-centered thinking, planning, and practice. The work group is composed of team members from collaborating agencies and eight divisions:

- Administration Services
- Aging Services
- Behavioral Health
- Children & Family Services
- Developmental Disabilities
- Field Services (Life Skills & Transition Center)
- Medical Services (Medicaid Office)
- Vocational Rehabilitation

NCAPPS is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services that helps states, tribes, and territories implement person-centered thinking, planning, and practice in line with US Department of Health and Human Services policy.

To implement the statewide PCP initiative to assist individuals in having control over the life they desire and fully engaging in their communities, we will:



## Goals, Objectives and Completion Status

Three goals have been identified:

1. By March 31, 2020, all members of the Department of Human Services Executive Leadership team will demonstrate understanding of and commitment to person-centered thinking, planning, and practice.
2. By September 30, 2020, a participant engagement work group will create a Participant Engagement Guide and Asset Map and use those materials to engage diverse service user and family communities to inform systems change efforts.
3. By June 30, 2021, each ND DHS division will complete a person-centered practice self-assessment process resulting in action plans to increase person-centered practice for each division.

Goals and Objectives	Complete
<b>Goal 1: Leadership Education and Awareness</b>	
Hold an orientation for all ND DHS leadership on the NCAPPS TA initiative and person-centered thinking, planning and practice.	
<b>Goal 2: Participant Engagement and Communications</b>	
Convene a participant engagement work group to oversee and implement a participant engagement and communications strategy.	
Identify a group of individuals who receive services and family members, that represents the diversity of populations served by the ND DHS, to support participant engagement strategies.	
Begin to engage representatives from tribal nations, Urban Indian communities, and New American communities in dialogues about person-centered thinking, planning, and practices, to inform engagement and communications strategies.	
Create a guide, <i>How to Engage Individuals Who Receive Services</i> , outlining North Dakota's best practices for fully and effectively including individuals who receive services in workgroups, teams, and decision-making processes.	
Create a fully accessible web page to share information on North Dakota's Person-Centered Practices initiative, including status updates on the self-assessment process, resources, and opportunities to provide input and direction.	

Create an Asset Map to document existing stakeholder assets, groups, and initiatives; encourage systematic and strategic thinking across ND DHS and its multiple service providers; inform and support equitable engagement; and expand upon current systems and processes.	
Using the Asset Map, identify target groups to engage to guide the development of each division's action plan.	
Make a formal public announcement about the systemwide self-assessment via multiple channels including the ND DHS website, social media (Facebook and Twitter), and advocacy and provider groups.	
Convene service user and family groups to identify a consensus definition in North Dakota for person-centered thinking, planning, and practice.	
Hold a Person-Centered Practices Summit, open to the public, to raise awareness about the North Dakota Person-Centered Practices Initiative.	
<b>Goal 3: Systemwide Assessment</b>	
Establish an online self-assessment tool for people who manage programs that offer support services in North Dakota to measure their progress toward building a more person-centered system. Each division within ND DHS will engage in the self-assessment process and utilize the internal tool.	
Pilot the Person-Centered Practices Self-Assessment by gathering a baseline measurement for one ND DHS division (Aging Services).	
Create and maintain a process document detailing the steps in the self-assessment process, including establishing baseline scores and engaging with stakeholders, including individuals who receive services, to inform the action plan.	
Provide orientation for all ND DHS division leaders on the Person-Centered Practices Self-Assessment process and tool.	
Complete the self-assessment process with Aging Services.	
Complete the self-assessment process with the Developmental Disabilities Division.	
Complete the self-assessment process with the remaining ND DHS divisions: Administration Services, Behavioral Health, Children & Family Services, Field Services (Life Skills & Transition Center), Medical Services (Medicaid Office), and Vocational Rehabilitation.	