What’s All This About Person Center Planning?
Person-centered thinking is a shift in the way that providers view people who use their services.
Person-centered planning is a way to assist people needing services and supports to construct and describe what they want and need to bring purpose and meaning to their life.
Person-centered practice is the alignment of services and resources that give people access to the full benefits of community living and ensure they receive services in a way that may help them achieve individual goals.
The Plan

Always has actions.
Trudy Marsh Grable
Person Centered Programs Manager
Parents Helping Parents
www.php.com
trudy@php.com

Credentialed Person Centered Thinking Trainer
Developer of Person Centered Planning: Train the Trainer
Supported Living Services Provider
The BFF Project Founder
Parent of Lauren
The HCBS Final Rule Requires a person-centered service plan for each individual receiving Medicaid HCBS (Home and Community Based Services). Deadline: MARCH 17, 2022.
What is HCBS and why should I care?
Department of Developmental Services Spending up 67 Percent From Ten Years Ago

General Fund Expected to Comprise 61 Percent of Funding in 2019-20
(In Billions)

Note: 2018-19 amounts are estimated and 2019-20 amounts are proposed.
HCBS Final Rule
Applies To
Residential and non-residential settings; including certified and licensed homes
Day Programs, and other day-types services
Employment options and work programs
Does Not Apply To

Nursing homes
Hospitals
Intermediate care facilities for individuals with intellectual disabilities (ICF/IID)
Institutions for mental diseases (IMD)
Person-Centered Planning requires thinking in a person centered way and putting that thinking into practices.
<table>
<thead>
<tr>
<th>Are the right people at planning meetings?</th>
</tr>
</thead>
</table>

The individual and their family, direct supporters and friends are the CONTENT experts in the planning process.

What’s important to and important for the individual.

A shared commitment to action that recognizes a persons rights.

Person-centered plans are living documents.
Center for Medicare and Medi-Cal says…

The person-centered planning process is driven by the individual

Includes people chosen by the individual

Provides necessary information and support to the individual to ensure that the individual directs the process to the maximum extent possible

Is timely and occurs at times/locations of convenience to the individual
Assist the person in achieving personally defined outcomes in the most integrated community setting,

ensure delivery of services in a manner that reflects personal preferences and choices, and,

contribute to the assurance of health and welfare.
And that it:

Reflects cultural considerations
Uses plain language
Includes strategies for solving disagreement
Offers choices to the person regarding services and supports the person receives and from whom
Provides a method to request updates
<table>
<thead>
<tr>
<th>Respectful and Plain Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tantrum</td>
</tr>
<tr>
<td>Distract</td>
</tr>
<tr>
<td>Behavior</td>
</tr>
<tr>
<td>Delusion</td>
</tr>
<tr>
<td>Lying</td>
</tr>
</tbody>
</table>
Respectful and Plain Language

Tantrum
Distract
Behavior
Delusion
Lying
Aggressive
Pacify
Nonverbal
Attention Seeking
Unmotivated
Redirect
He can’t have
Cant have her way
Can't have her way
What Did You Do Today?
What Went Well?
What Didn't Go Well?
What Should We Do In the future?
Core Concepts of Person Centered Thinking

Important To

Important For the Person
Important To

- Fulfilled
- Comforted
- Content
- Happy

Satisfied
Status & Control

Things to Do

Relationships

People to Be With

Things to Have

Status & Control

Rhythms & Paces of Life

Rituals

Routine

Places to Go

Parenting Helping Parents www.php.com
What is important to a person includes only what people are “saying” with their words with their behavior.

When words and behavior are in conflict, listen to the behavior.
Important For

SAFETY
- Environment
- Well being
- Physical and emotional
- Free from fear

HEALTH
- Prevention of illness
- Treatment of illness / medical conditions
- Promotion of wellness (diet, exercise)
Prevent making life more of a challenge for the individuals supported, the supporters, their families.

You don’t want the pin pulled!
Document the Learning
Like & Admire

Friendly
Big-Hearted
Stylish
Compassionate
Caring
Fun
Smile
Determined
Happy
Routines

How does your son/daughter or client express when they are sick, unhappy, mad, missing someone?

What has been learned that can be passed along to give someone more “good days”?
Routines & Rituals

Morning
Bedtime
Mealtimes
Transition
Birthday
Not Feeling Well

Cultural/Holiday
Spiritual
Vacation
Comfort
Celebration
Grief/Loss
The team members work together to solve problems and seek to assist the individual in building a more desirable future.
Communication Chart

When I put my head down after you ask me a question it means, I don't know. Please don't keep asking.
Person Centered Plans and One Page Descriptions

- is it detailed?
- is it specific?
- is it useful?
LG’s One Page Description

What is important to LG

- Being able to call mom
- Having time alone
- Keeping the schedule as planned
- All of her belongings - if someone wants to use something, to ask first and **honor it if LG says no**

- Shopping - a favorite activity even to the dollar store for 1 item
- Buying gifts for family and friends
- Empathy from others
- American Girl Dolls
- Taking her (babies) dolls on outings & to bed
- Ace wraps when LG has pain, even if you can’t see an injury

- San Jose State Classes
- Visits with Satomi and Laura
- Going to the BFF Events
- Tuesday dinner with Laura & Heather
- Friday night dates with John
- All of her staff showing up
- Visits with Dad
- Talking to John, her boyfriend
- Talking about her friends

How to best support LG

- Explain to LG any change occurring
- **Advance warning and prep for change**
- Support LG with empathy when she is disappointed
- **Tell LG “We’ll Do it Together”** when things look difficult to her.

**Never threaten consequences in a Crisis moment.** It will only make it worse

- When LG is ill, has a headache or other vague symptoms, you may need to ask her about it; you may notice a behavior change prompting you to ask

- When overwhelmed by a situation, **LG needs you to remain as calm as possible**, be reassuring-offer to change something, ask her how you can help.

- If LG wants to shop but hasn’t money, suggest making a list, finding an alternate purchase for 50 cents

- Ask her where she can buy something for the amount of money she does have

- Ask questions instead of giving instructions. “Is it time for?” Instead of “It’s time for”.

What People who Know LG Say About Her

- Friendly
- Stylish
- Smart
- Pretty
- Sweet
- Loving
- Caring
- Persistent
- Generous
- A Hard Worker
- A Good Volunteer

**Parents Helping Parents**
A one page description is a positive snapshot used to share key information about:

1. What people **like and admire** about the student (using appreciation activities)

2. What is **most important** to them (using tools like good day/bad day and important routines)

3. How to **best support** (from tools like good day/bad day, and routines-Instructions for supporters)
Let’s help people get the lives they want not in spite of us but because of us.
Sources for resources used in this presentation


Division of Long Term Services and Supports Disabled and Elderly Health Programs Group Center for Medicaid and CHIP Services

Developed by Carol Blessing – 15+ years directing person-centered system impact/change initiatives with the Employment and Disability Institute, ILR School, Cornell University. Designer and facilitator of the international Citizen-Centered Leadership Community of Practice (www.cclds.org), Carol brings over 30 years of field experience.

-and-

Michael Smull – 40 + years developing community services with and on behalf of people with disabilities. Co-designer of national and international initiatives to develop person-centered systems. Chair of the Learning Community for Person-Centered Practices (TLC-PCP) and co-developer of Essential Lifestyles Planning and Person Centered Thinking skills. (www.sdaus.com)

Additional materials developed by The Learning Community for Person-Centered Practices.

Person Centered Planning Workshop provided by Trudy Grable from Parents Helping Parents. www.php.com Check out PHP’s eLearning! 408-727-5775