



Energizing Our Commitment to Person-Centeredness In New Hampshire

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Overview of our discussion today

1

Person-centered thinking, planning and practice

- Introduction to NCAPPS
- A brief set of definitions
- How did we get here?

2

- Promising practices/competencies.
- Making the plan fit the moment
- Facilitator Competencies
- NCAPPS Resources

3

How do we know the system is person-centered?

- Outcomes (NCI)
- NCAPPS Self-assessment (indicators of a system that supports PCP).

4

Questions and Discussion



Introducing the National Center for Advancing Person Centered Practices and Systems

The National Center on Advancing Person-Centered Practices and Systems (NCAPPS) is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services

Aims:

To promote systems' change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.

Priorities:

- Participant and family engagement
- Cultural and linguistic humility
- Cross-system collaboration

Person-centered approaches include person-centered thinking, planning, and practice



Person-centered thinking

- A foundational principle requiring consistency in language, values, and actions
- The person and their loved ones are experts in their own lives
- Equal emphasis on quality of life, well-being, and informed choice



Person-centered planning

- A methodology that involves learning about a person's preferences and interests for a desired life and the supports (paid and unpaid) to achieve it
- Directed by the person, supported by others selected by the person



Person-centered practices

- Alignment of services and systems to ensure the person has access to the full benefits of community living
- Service delivery that facilitates the achievement of the person's desired outcomes

Two Different Frameworks

With a **SYSTEMS** focus...

- Limitations define the person
- Supports are 'services' that people become eligible for, based on the extent of their 'impairment'.
- Overemphasis on problems
- Supports are driven by the needs of the system (structure, forms, professional rules and boundaries)

A PERSON-CENTERED approach...

- Recognizes a person's unique capabilities and contributions
- Identifies strengths and preferences
- Recognizes the challenges that may come with disability in planning for a future life and identifies supports
- Person-centered system of support builds capacity of individual based on who they are

See: <https://www.youtube.com/watch?v=y77y7XW8GtE>



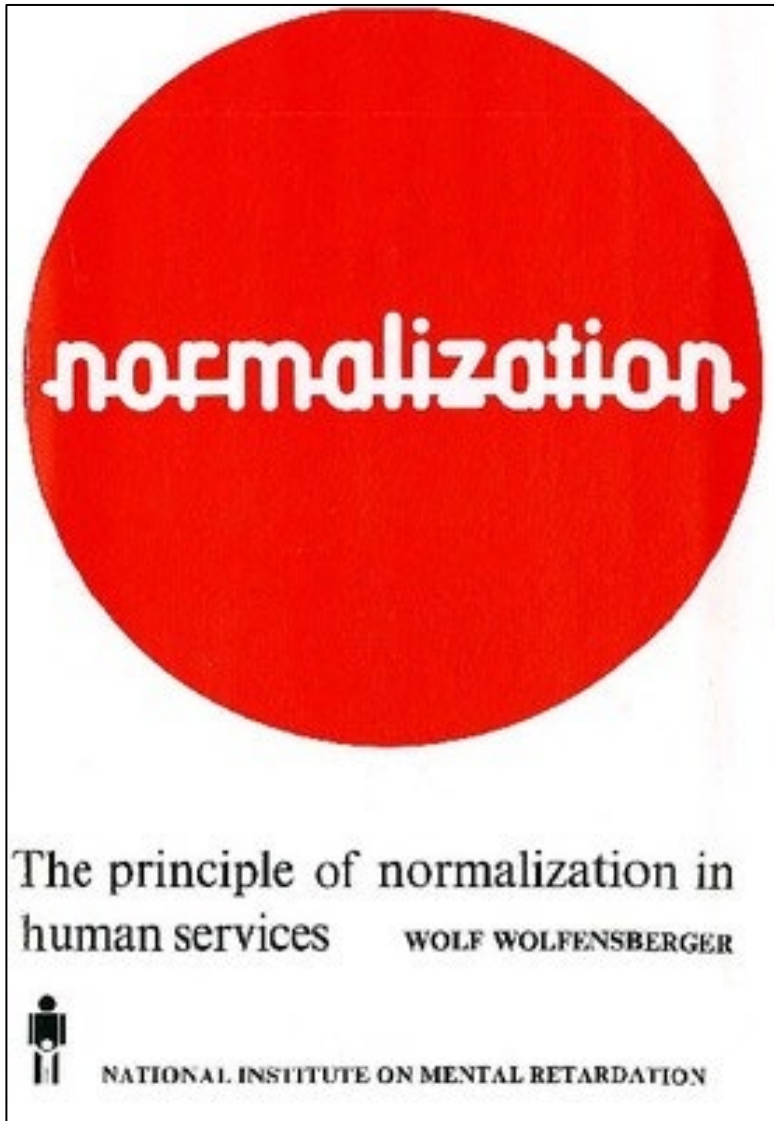
NCAPPS Vision

- **People know what to expect** from planning processes, services, and supports
- Plan facilitators are **well-qualified and well-supported**
- Systems deliver services and supports in a manner **consistent with person-centered values**
- **People with lived experience drive change** at all levels of the system
- **Quality measures** document implementation, experience, and outcomes based on each person's preferences and goals
- Principles of **continuous learning** are applied throughout the system

HISTORY OF PERSON- CENTERED PLANNING AND PRINCIPLES

What have we accomplished
and what influenced reform?

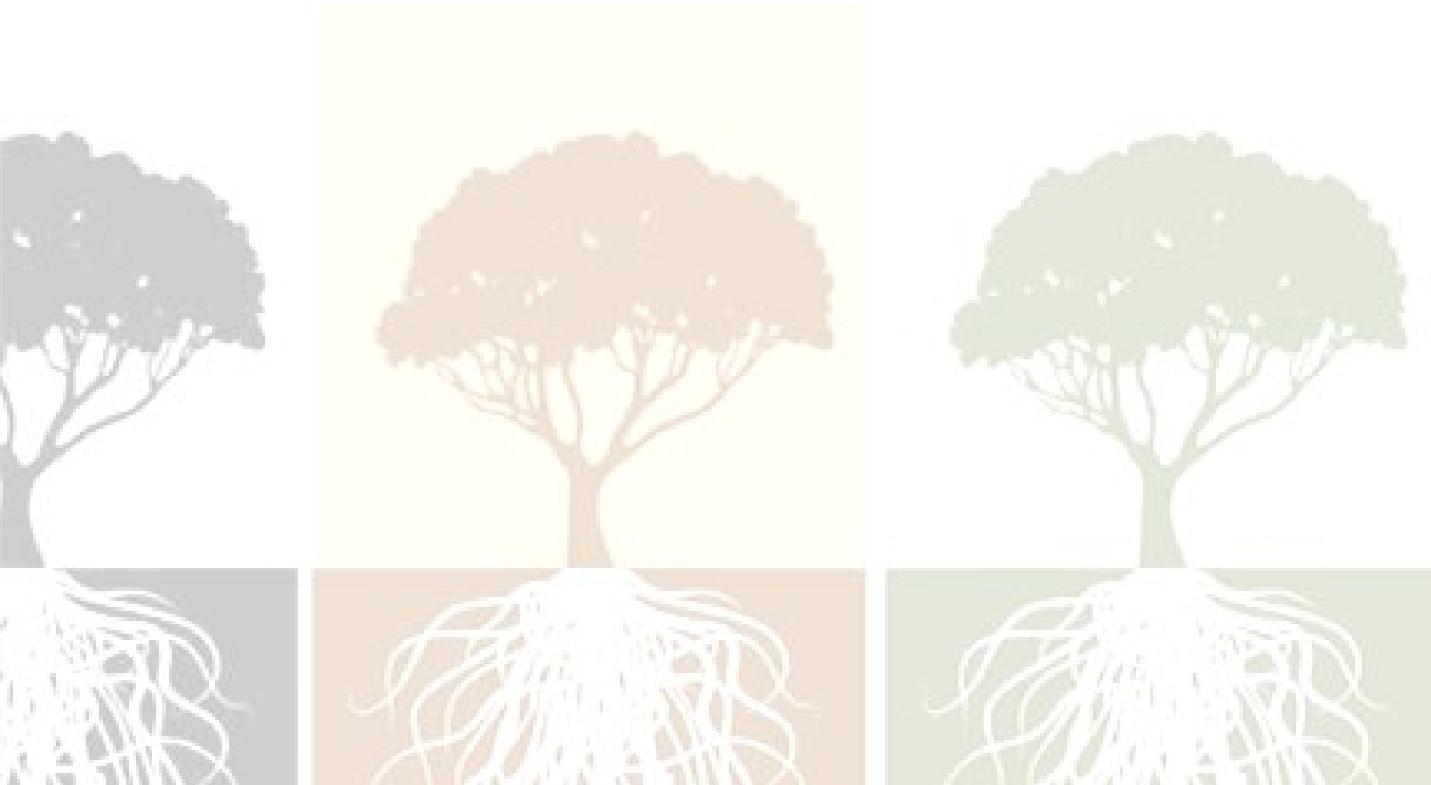




Normalization

- The normalization principle means making available to all people with disabilities and other challenges patterns of life and conditions of everyday living that are as close as possible to the regular circumstances and ways of life or society.
- Normalization began in Scandinavia (Bengt Nirje) and was brought to the U.S in a 1970 book by Wolf Wolfensberger

Normalization takes root in the US



“But only now I begin to see how terribly important the concept of [normalization] is. It is a concept that is elegant in its simplicity and parsimony. It can be readily understood by everyone, and, at the same time, it has far-reaching implications.”

—Gunnar Dybwad, 1968

Hallmarks of Change



In the US, in the 1970s and 1980s normalization provided a construct for criticism that resulted in:

- Legal assaults on institutions and creation of alternative community services and supports
- Passage of Right to Education legislation
- Medicaid Home and Community Based Waiver
- Money Follows the Person initiative

MAJOR MOVEMENTS THAT INFLUENCED REFORM



- Civil Rights Movement
- Women's Movement
- Independent Living Movement
- Psychiatric Survivors Movement
- Family Support Movement
- Gray Panthers
- Self-Advocacy Movement



“

Many in my community (people with disabilities) have felt disempowered regarding decisions concerning their treatment, well-being, and quality of life and have not been given the necessary knowledge to make true informed choices about their care. Collaboration between providers and patients through person-centered planning is vitally important to best achieve a person's desired outcomes and enhance one's quality of life.”

Martha Barbone, Certified Peer Specialist
NCAPPS Person-centered Advisory and
Leadership Group (PAL Group) Member

Federal Emphasis on Person-Centered Planning

HCBS Settings Requirements Reflect Normalization Principles

- Purpose: Ensure people receiving federal funding for long-term services have full access to the benefits of community living and opportunities to receive services in the most integrated setting appropriate
- Includes services for aging, disability, and IDD
- Covers residential and day services
- Based on person's choice
- Rule effective date March 17, 2014





Rule Requires That Services and Supports:

- Are integrated in and support full access to greater community
- Ensure the person receives services in the community with the same degree of access as people not receiving federal Medicaid funding
- Provide opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources

In Provider-Owned or -Controlled Residential Settings



Person must have:

- A lease or other legally enforceable agreement to protect from eviction
- Privacy in their unit including entrances lockable by the person (staff have keys as needed)
- Choice of roommates
- Freedom to furnish and decorate their unit
- Control of their schedule and activities
- Access to food at any time
- Visitors at any time
- Physical accessibility

Deviations from this rule (except accessibility) must be supported by a specific assessed need and justified in the person-centered service plan (ISP-individualized service plan)

Person-Centered Plan Must...

- Identify the strengths, preferences, needs (clinical and support), and desired outcomes of individual
- Include individually identified goals and preferences related to relationships, community participation, employment, income and savings, healthcare and wellness, education and others
- Reflect what is important to the individual to ensure delivery of services in a manner reflecting personal preferences and ensuring health and welfare
- Identify risk factors and plans to minimize them
- Be understood by the individual
- Reflect cultural considerations

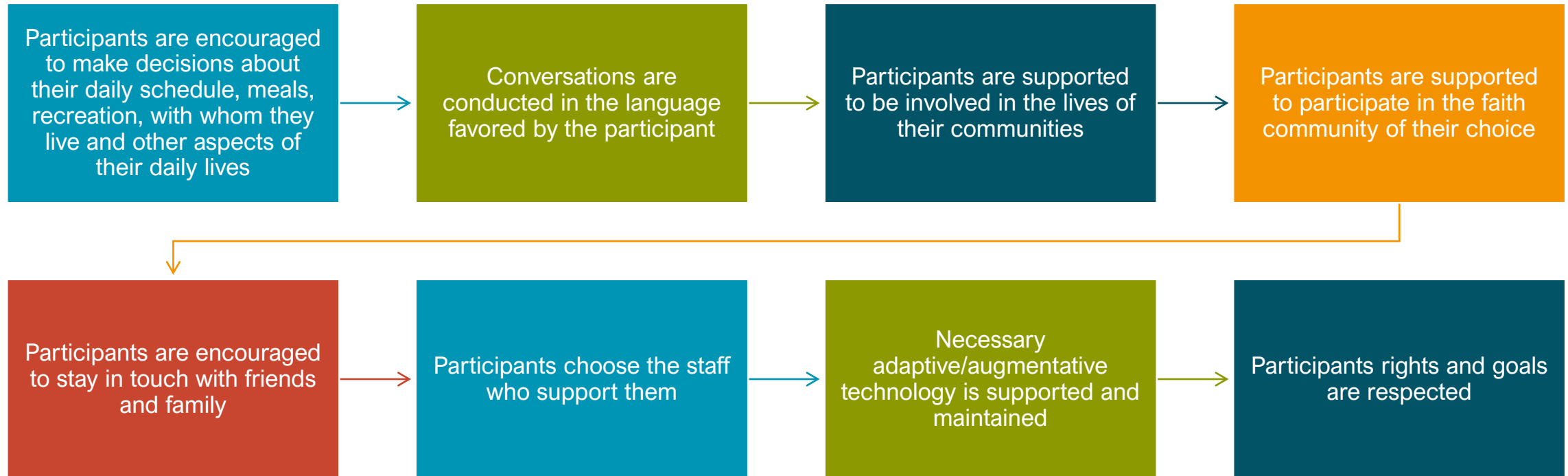


Recent Access Rule from the Centers for Medicare and Medicaid Services (CMS)

- CMS recently issued a proposed rule aimed at beneficiaries of Medicaid HCBS in order to improve access to care, quality, and health outcomes and to ensure health equity
- The proposed rule emphasizes the importance of strengthening person-centered service planning
- States will be required to create robust quality monitoring and quality improvement strategies including overseeing person-centered planning

Measuring Whether Planning and Supports Are Person-Centered

SOME INDICATORS OF PERSON-CENTERED APPROACHES FOR PROVIDERS



Some Indicators Of Person-Centered Approaches For Case Managers

- Does the intake assessment emphasize strengths as well as needs?
- Is the participant encouraged to describe their personal goals?
- Is the intake/planning session conducted in the participant's preferred language?
- Is the participant given a choice of providers?
- Can the participant can involve family members/friends in the intake/planning process?
- Can the participant can be supported by a peer mentor
- Does the intake/plan make accommodations for identified risks?
- Does the intake/plan take into consideration formal and generic supports
- Is the participant encouraged to anticipate future needs?



The NCI In-Person Survey Can Be Used to Measure Person –Centered Planning and Practices

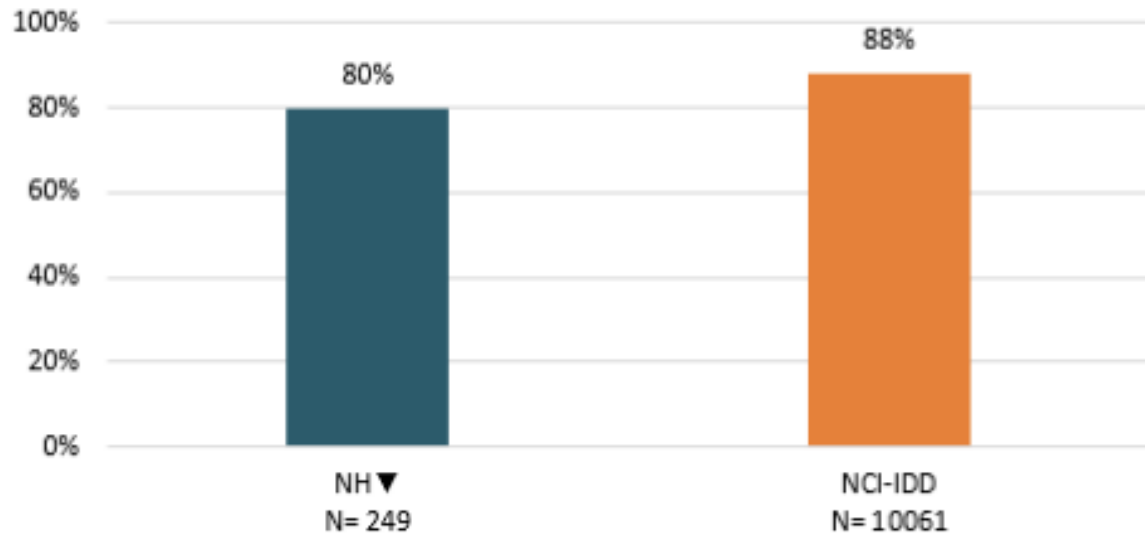
- In-Person Survey
 - People who receive at least one service in addition to case management from the IDD agency
 - Face-to-face survey with the individual receiving services
 - Survey includes three main parts:
 - Background information – largely collected from state records
 - Section I – Subjective questions only the individual can answer
 - Section II – Objective questions can be answered by a proxy when needed
 - ****Please note, all 2021 data are preliminary****



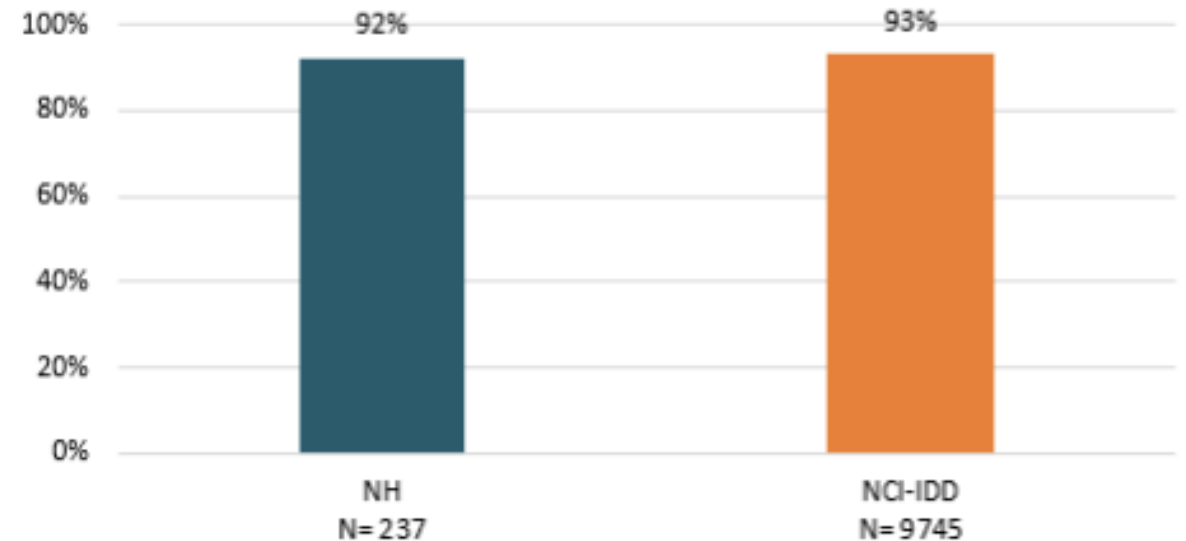
Measures of Person-Centered Planning (from NCI In person Survey (2020 – 2021))

19,991 valid surveys collected across 26 states: AL, AR, CA, CO, FL, GA, HI, IL, IN, KS, KY, MI, MN, MO, NE, NV, NH, NJ, NC, OH, OR, PA, SD, TN, VA, WI.

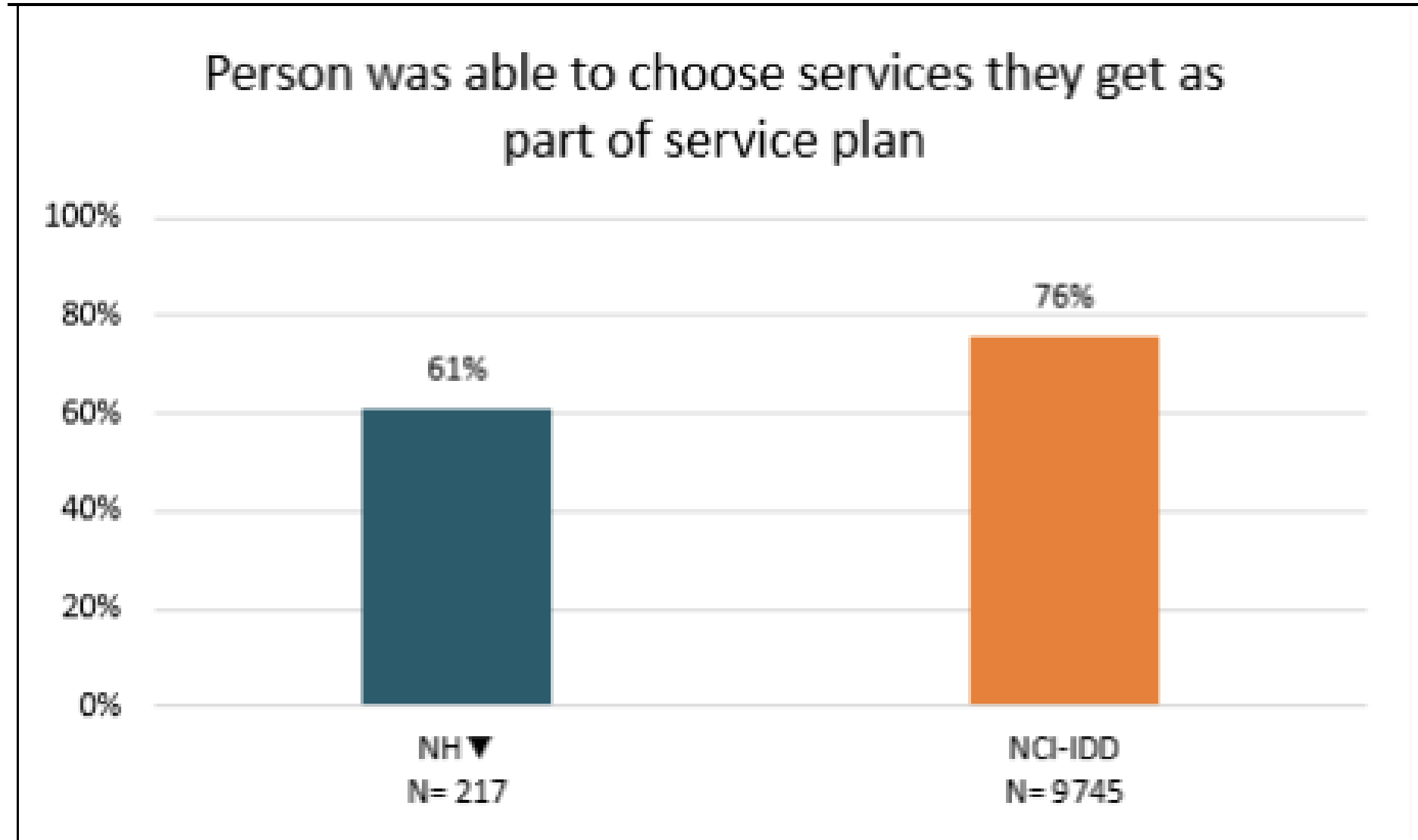
Case manager/service coordinator asks person what they want



Last service planning meeting included people person wanted to be there

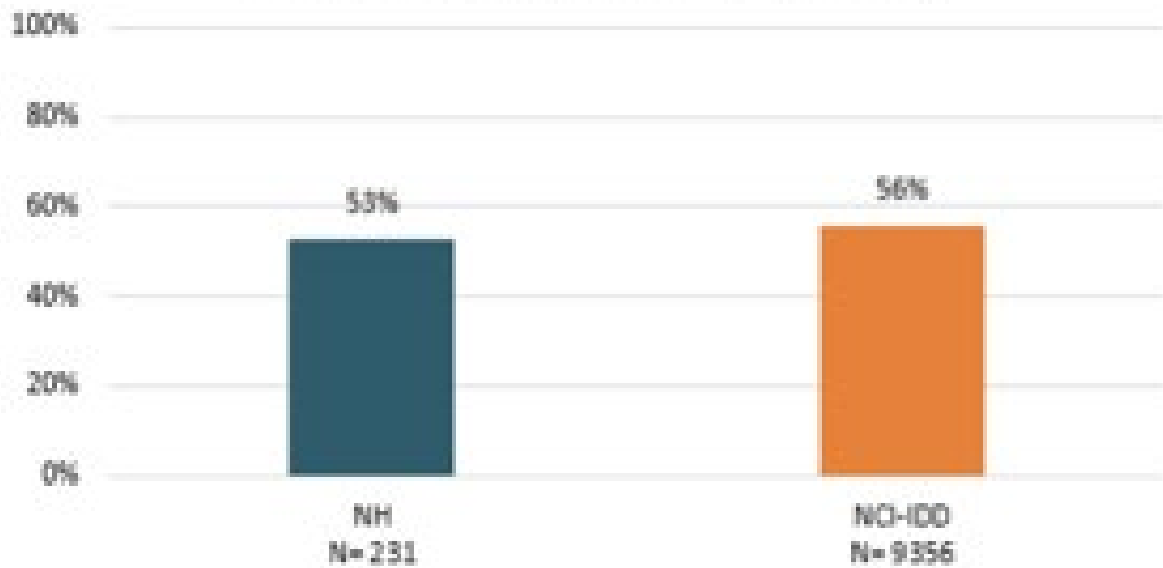


Measures of Person-Centered Planning

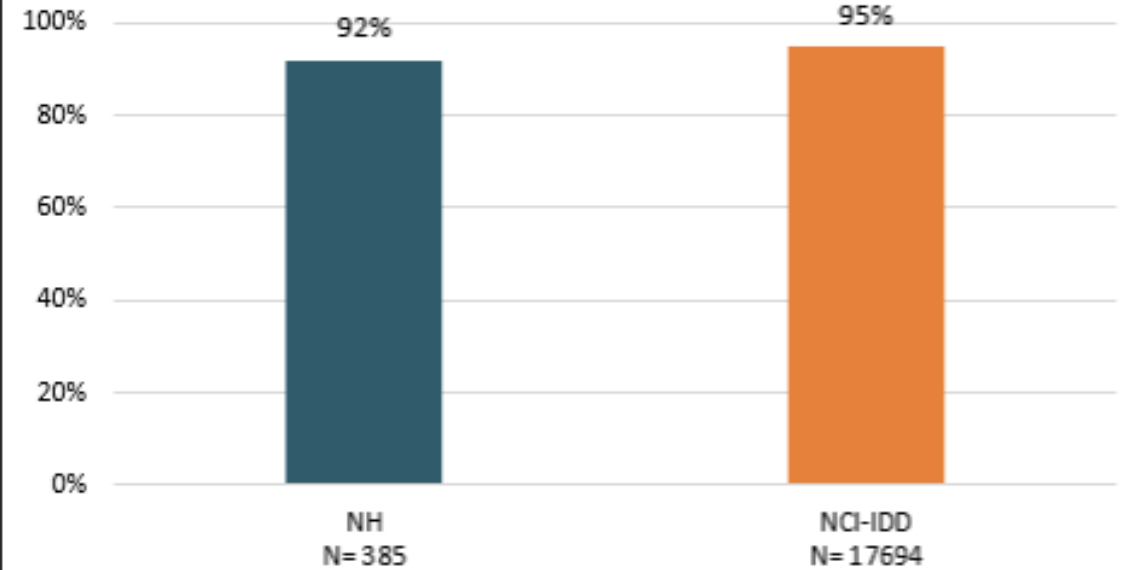


Measures of Choice and Control

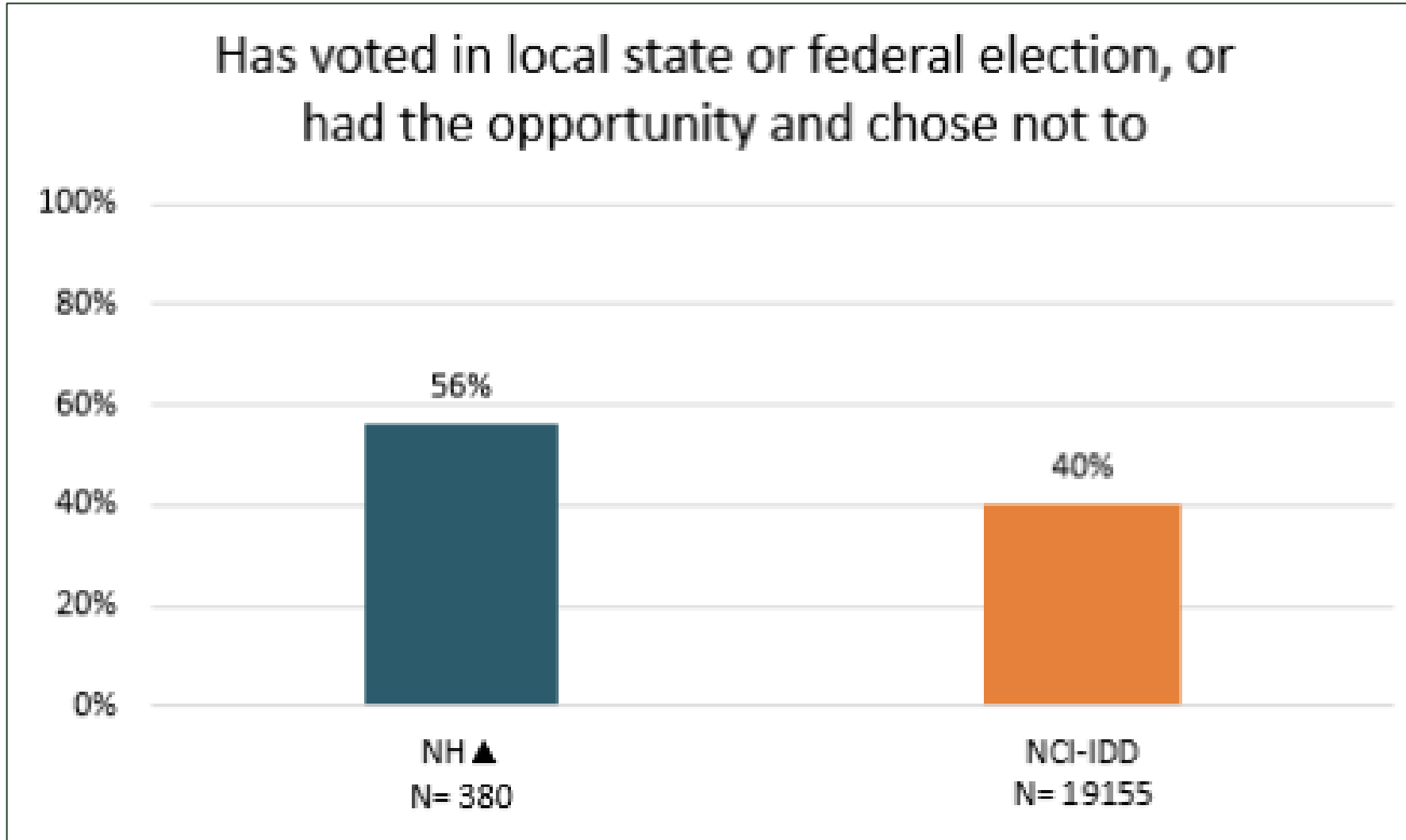
Chose or had some input in choosing where they live (if not living in the family home)



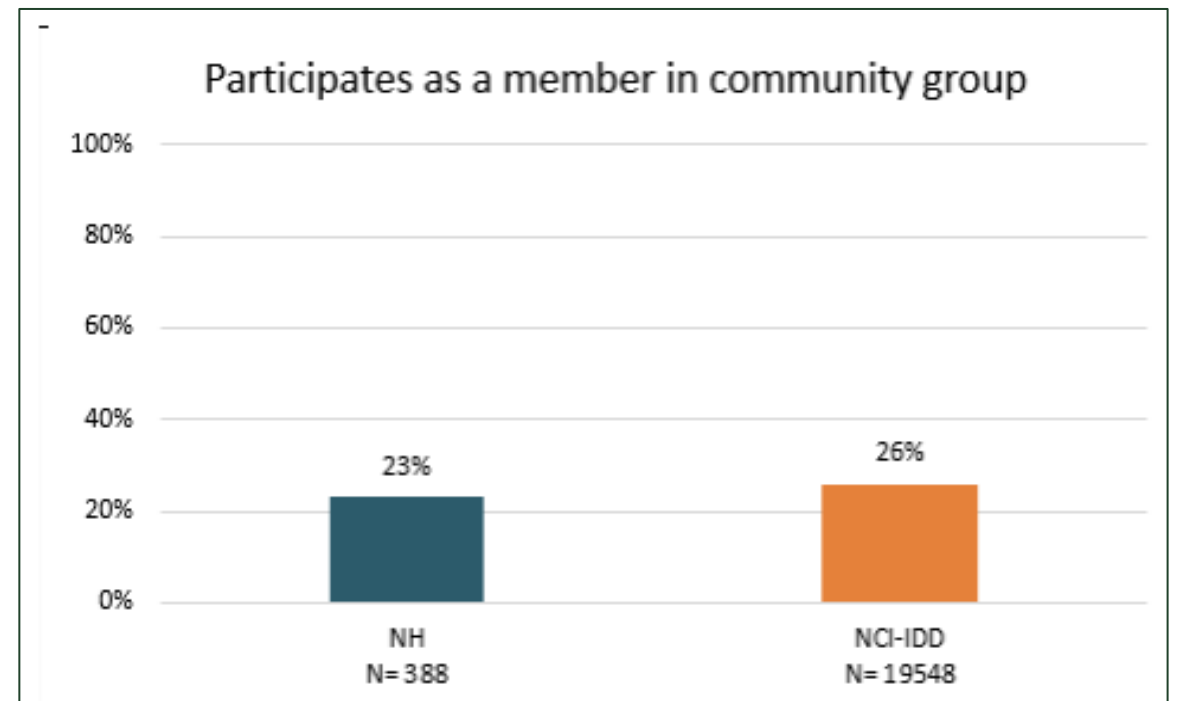
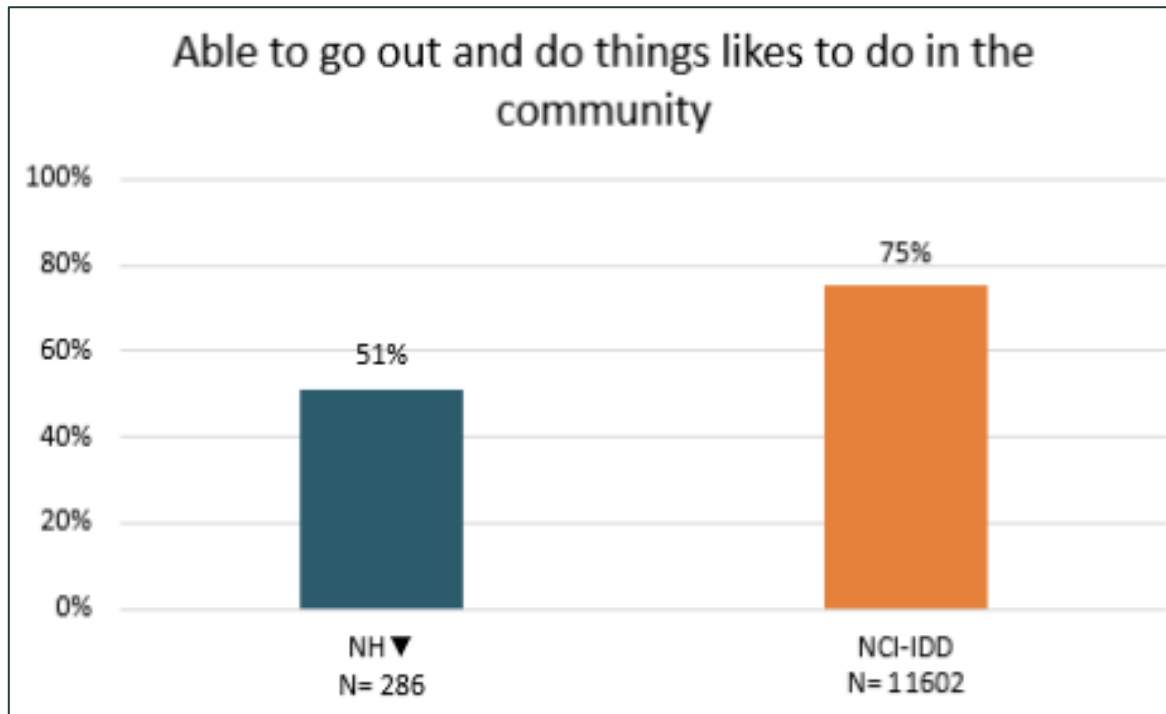
Has enough choice in daily schedule



Measures of Rights and Respect

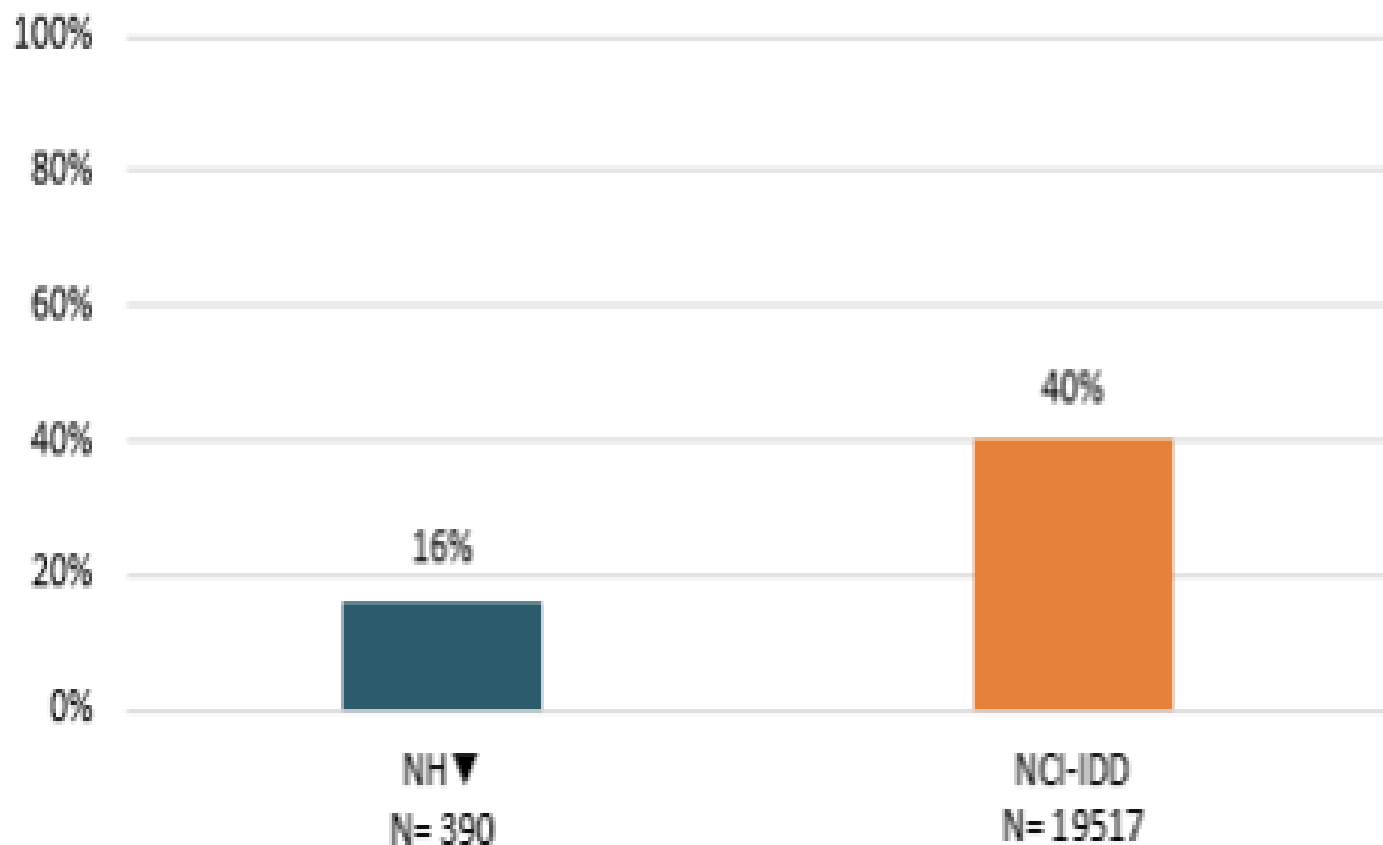


Measures of Community Inclusion and Participation



Measures of Community Inclusion and Participation

Went out for entertainment at least once in the past month



"Do you want to go out for entertainment more? Less? About the same? "

State vs NCI-IDD	More	Less	About the Same
NH	82%	1%	16%
NCI-IDD	67%	2%	31%

See p. 45 and p 64 of NCI-IPS annual report

NH IPS 20-21 State Report 508.docx
(nationalcoreindicators.org)



Tools to Enhance Person- Centered Planning and Practices

Promising Person-Centered Practices



- Positive Behavior Supports
- Self Direction/Self Determination
- Life Course Planning
- Supported Decision Making
- Peer Mentors/Support
- Recovery Model
- Aging in Place

Service Plan versus Significant Life Event Plan

- **Service Plan:** Yearly plan that comports with Settings Rule person centered planning guidelines (e.g., in plain language, at a time convenient to the participants, etc.) guidelines and reviews existing services and supports as well as goals.
- **Significant Life Event Plan:** Comports with Settings Rule and results in a more extensive and comprehensive plan that is necessitated by a major change in the life circumstances of the individual like death of a family member, change in health or physical status, move to a new home, etc.

What do you think are the most important competencies a facilitator of person-centered planning should have?



Enhancing Person-Centered Workforce Competencies



Five Competency Domains for Staff Who Facilitate Person-Centered Planning

Janis Tondora, Bevin Croft, Yoshi Kardell,
Teresita Camacho-Gonsalves, and Miso Kwak

November 2020

Five Competency Domains for Person-Centered Planning

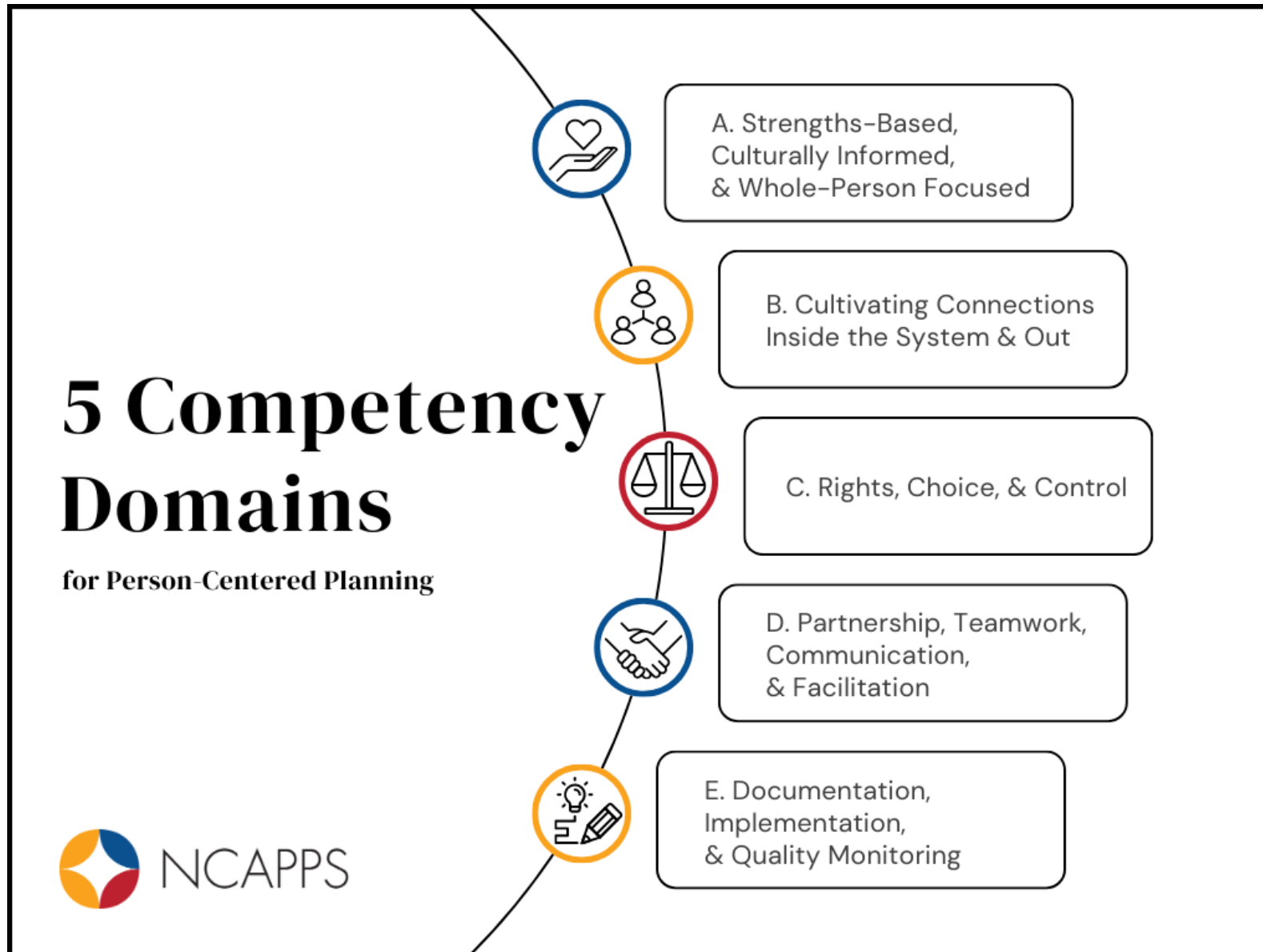
- Plain Language version: Five Skill Areas for Person-Centered Planning
- Authored by Janis Tondora, Bevin Croft, Yoshi Kardell, Teresita Camacho-Gonsalves, and Miso Kwak



NCAPPS Resource: *Five Competency Domains for Staff Who Facilitate Person-Centered Planning*

- Person-centered planning is a way to learn about a person’s idea of a good life and identify the supports needed to achieve that life. It is not something you do **to** a person, nor is it something you do **for** a person; instead, it is directed by the person, **with** support from a facilitator as needed and desired.
- Facilitators could be anyone from a case manager to a friend or trusted ally of the person. This process could be formal or informal.
- Facilitators need certain skills and abilities to make person-centered planning work, referred to as “competencies.”

Five Competency Domains for Person-Centered Planning





Person-Centered Practices Self-Assessment

*For Governmental Agencies That
Oversee Human Services*

Mary Lou Bourne for the National Center on Advancing
Person-Centered Practices and Systems

February 2022

Enhancing Person- Centered Practices at the System Level

Person-Centered Practices Self-
Assessment

Plain language version: NCAPPS
Person-Centered Self-Assessment
for Systems: Plain Language
Overview

Spanish version: Autoevaluación de
prácticas centradas en la persona

Things to consider as New Hampshire Re-energizes Person-Centered Approaches in the IDD System



1

Leadership

How well people in charge know about and support person-centered practices



2

Person Centered Culture

How person-centered is the intake and assessment process for people seeking supports.



3

Eligibility and Service Access

How person-centered is the system's culture and how can person-centered approaches help address risks



4

Person-Centered Service Planning & Monitoring

How is the process for creating person-centered plans and ensuring services are working



5

Finance

How are agreements with providers structured, are services helping people reach their goals



6

Workforce Capacity & Capability

How well staff know about and have the skills to deliver person-centered planning and supports



7

Collaboration & Partnership

How are partnerships with service users, families, service providers, and advocacy organizations



8

Quality & Innovation

The agency's missions and standards

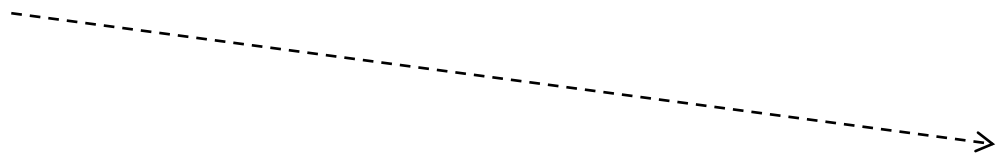
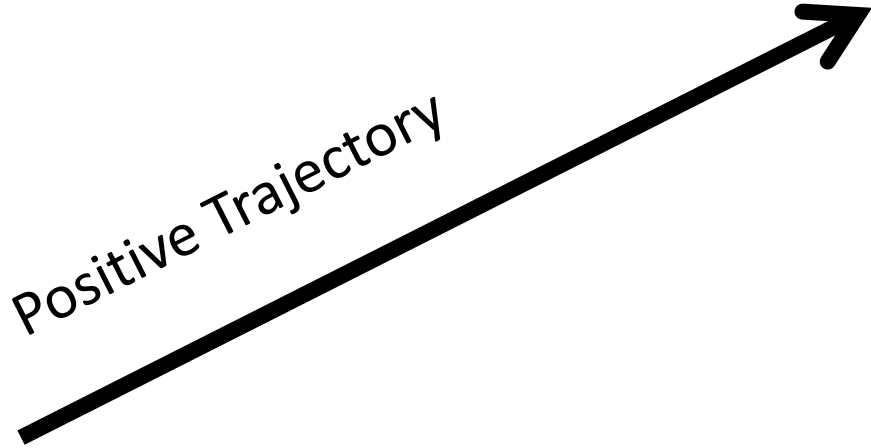
Adapted from slides by Mary Lou Bourne



Tracking measures of person-centered practices

- Measure progress
- Build accountability into the change process
- Determine where to focus limited resources
- Set goals and create a synchronized timeline

Trajectory toward a person-centered system



Adapted from Charting the LifeCourse



What will move the system to be MORE person-centered?



What makes the system LESS person-centered? -----> ----->



For more information: A few resources

NCAPPS Resources

<https://ncapps.acl.gov/resources.html>

National Core Indicators – NH report: [NH IPS 20-21 State Report 508.docx](#)
(nationalcoreindicators.org)

Charting the LifeCourse

<https://www.lifecoursetools.com/>

Person Centered Thinking – MA DDS (about 1 hour, includes good day/ bad day example) <https://www.youtube.com/watch?feature=youtu.be&v=UTnLzT-c7ac>



What did they say?



Discussion and Questions