

What Does a Person-Centered System Look Like?

Introducing the NCAPPS Person-Centered Practices Self-Assessment



Welcome to Today's Webinar



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at HSRI**



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Thank you for joining us to learn about the **NCAPPS Person-Centered Practices Self-Assessment**.

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.

Today's Speakers



**Mary Lou
Bourne**



**Jake
Reuter**

Today's Speakers



**Jake
Anderson**



**Tanya
RedRoad**



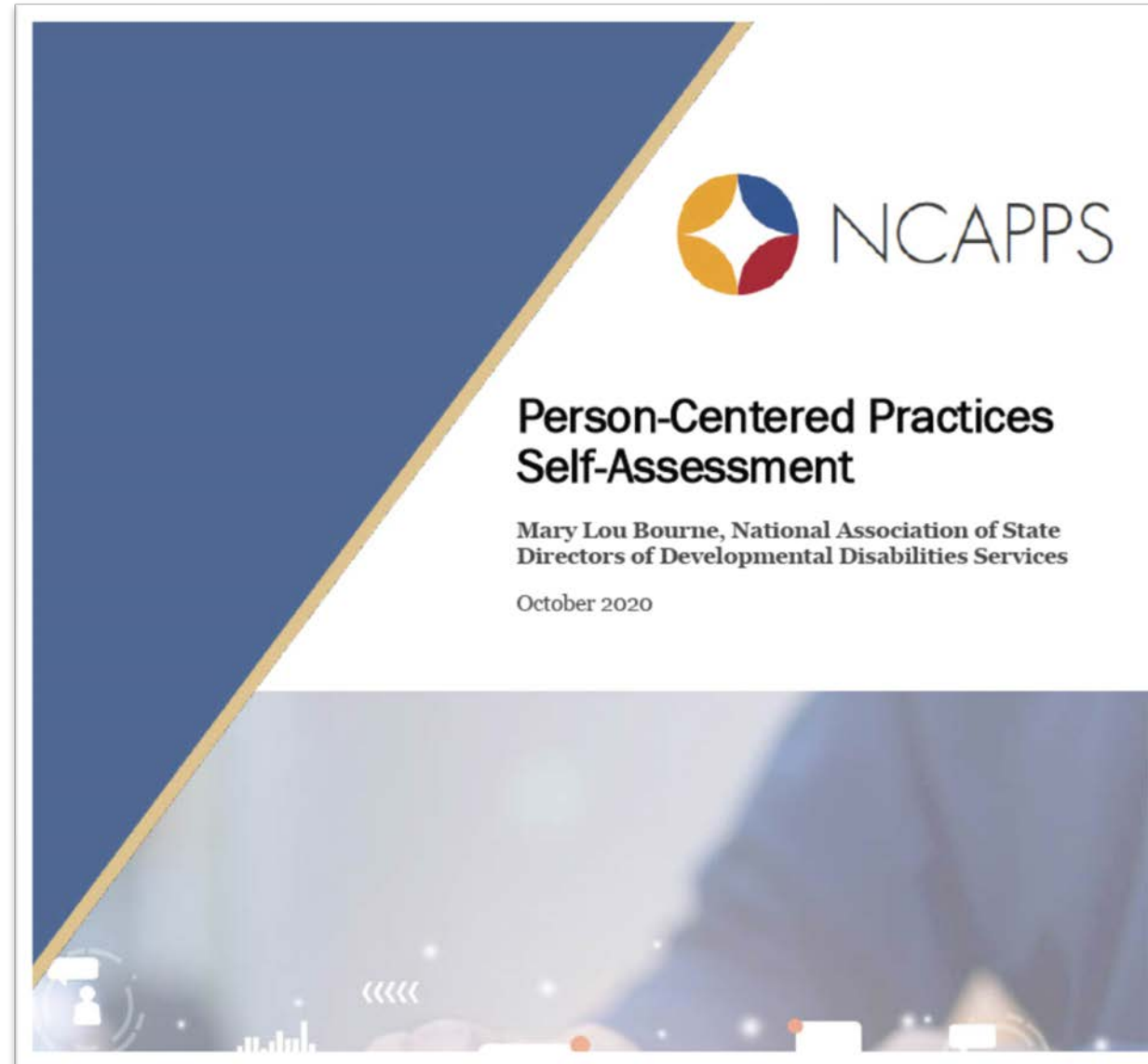
**Ganesh
Suryawanshi**

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)

Person-Centered Systems Assessment



Areas Covered in Self-Assessment



Leadership

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



Person Centered Culture

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



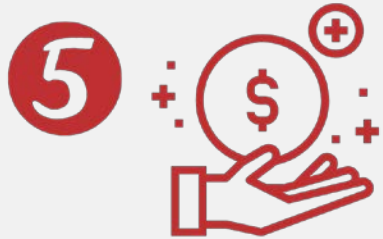
Eligibility and Service Access

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



Person-Centered Service Planning & Monitoring

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



Finance

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



Workforce Capacity & Capability

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



Collaboration & Partnership

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



Quality & Innovation

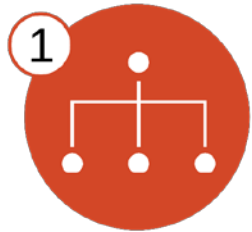
The agency's missions and standards

Plain Language Assessment

There is also a short, 6-page summary that describes the Self-Assessment to the general public – including it's different parts, why it's important, and how it will be used – in language that is clear and understandable for people who don't work in service systems or deal much with the language of government rules.



Self-Assessment Process



Assign Division Leads and Determine Participants



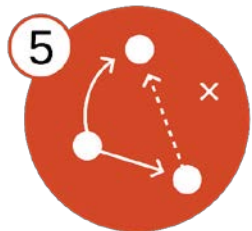
Participants Take Online Self-Assessment



Review Scores and Establish Consensus on Baseline Status



Engage Stakeholders and Service Users to Inform Action Plan



Use Information to Create Action Plan



Communicate Action Plan Throughout the Division

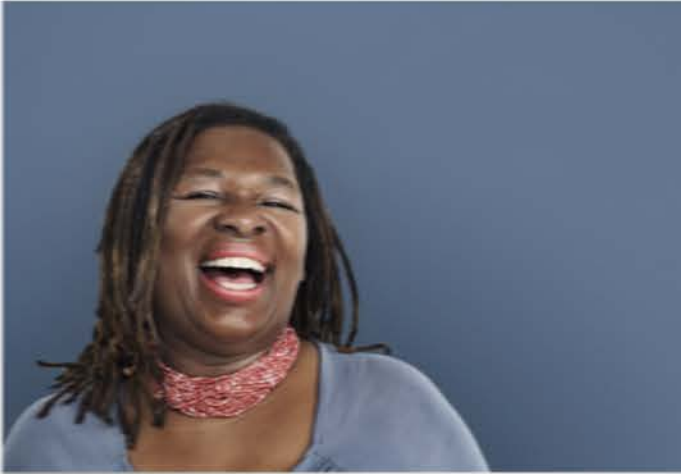


Evaluate Progress Every Six Months



Update System Goals

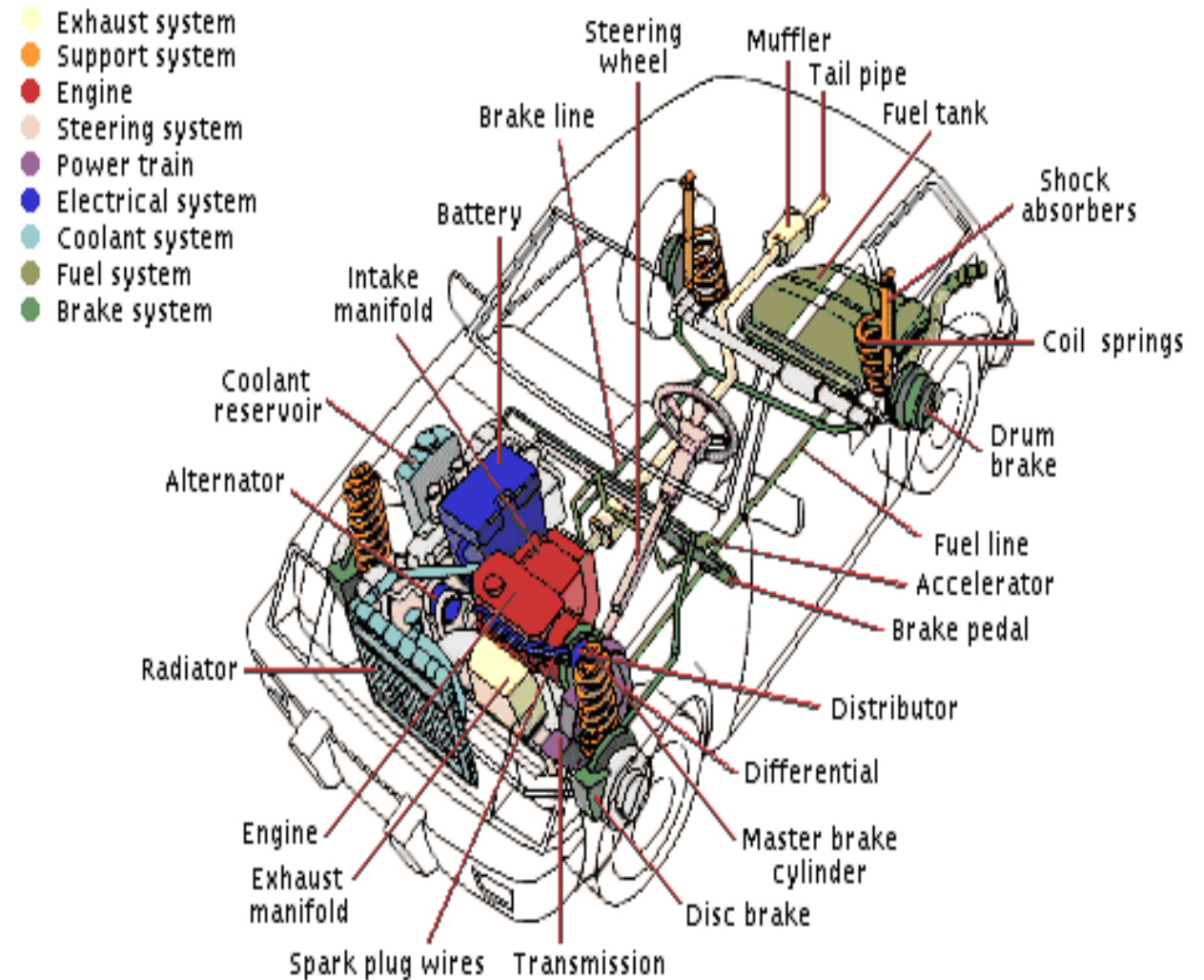
The Self-Assessment Tool



First- What do we mean by System?

Set of **unique, independent and interdependent parts**, all of which have influence or impact on one other.

The **parts work together** to accomplish a **greater purpose** than any single part can accomplish on its own.





Purpose of the tool

- To set a baseline of where each individual part of the human service system stands relative to person centered practices
- To help a state system set goals for expanding or improving person centered practices
- To determine if a state system is making progress in reaching its vision for a person centered system

A Tool for Determining Quality

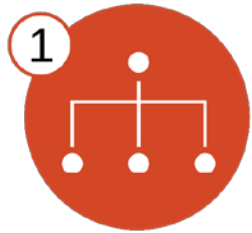
Quality Management

- Systematic, data guided activities to bring about improvements
- Applies to a local system or organization
- Often for internal purpose
- Continuous, ongoing, improvements build upon one another

Research

- Systematically use of data to answer a question or test a theory (usually a single theory or question)
- Applies to general knowledge
- Often for an external purpose
- Typically has an end – the result of the research study

Self-Assessment Process



Assign Division Leads and Determine Participants



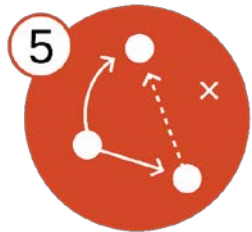
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A Note on Shared Language

- The Assessment is built to address all types of human service systems across the U.S.
- States use different language to describe programs, operations and management practices
- Define and use the words that have meaning to your system. For example:
 - Case managers or service coordinators, care coordinators, support coordinators
 - Strategic Plan may be called a Vision plan, a 5-year plan, or an agency's roadmap to the future.
- Inserting the state's unique terminology will make it easier for users to understand how it applies to their work

Leadership

1



- Leaders actively demonstrate the importance of person-centered practice
- Leaders assure the strategy used to achieve the agency's mission is anchored in person centered practices from intake to monitoring, from administrative to clinical supports
- Communication at all levels is aligned with person-centered principles and values
- Statute, regulations and sub-regulatory guidance documents all support the practices adapted to demonstrate a person centered approach.

Person-Centered Culture

2



- Active engagement in forming, nurturing and maintaining a person-centered culture
- Communication of culture through stories
- Routine communication carrying the narrative of demonstrating person centered practices
- Narratives reflect and honor individual stories of culture, race and ethnicity

Eligibility and Access



- Eligibility incorporates the whole person and the person's desired lifestyle
- Respect for a person's racial, ethnic and linguistic background and identity are accounted for in actions used to carry out eligibility and assure equity in access

Person Centered Service Planning and Monitoring



- Policy and practice alignment
- Expectations on what is and is not within person-centered plans, including what is important *to* and what is important *for* the person
- Monitoring is aligned with the plan, and flags when changes are needed
- Process for addressing risk and its key place in person centered planning

Finance



- Person centered practices are clearly identified in the mechanisms through which payments are made: contracts, service definitions, and reports.
- Authorizing services and their unique and dynamic role in assuring people's lives are not disrupted
- Authorizing services so person-centered supports are delivered on time and with the frequency and duration necessary

Workforce Capacity and Capabilities



- Overcoming “us and them” so that all people who work within all parts of the system are knowledgeable, informed, and treated with respect
- All employees throughout the system understand their connection to person centered practices

Collaboration and Partnership



- Building trust with all stakeholders: people with lived experience, families, providers, advocates and advocacy organizations.
- The roles of all stakeholders, including people with lived experience and their families, are valued and contribute to the design and evaluation of the system's performance
- State agencies and service providers view each other as equal partners in identifying what needs to improve and how to improve it
- Advocates and advocacy organizations are valued contributors to the success of person centered systems

Quality and Innovation



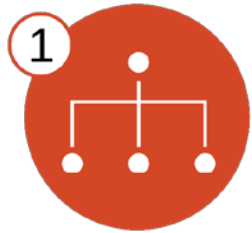
- Moving from anecdotes to data supporting person-centered practices
- Moving from a compliance-only model to a quality assurance AND quality improvement model, inclusive of licensing and
- Engaging all stakeholders in the active pursuit of quality and shared learning opportunities



It's not about the score, but the numbers do help...

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

Self-Assessment Process



Assign Division Leads and Determine Participants



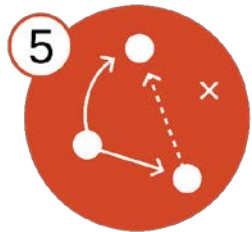
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North Dakota Person-Centered Practices

Statewide + Systemwide Initiative

Person-Centered Practices (PCP) assist individuals in having control over the life they desire, and fully engaging in their communities.

North Dakota is developing a strong and consistent statewide vision and universal understanding of person-centeredness across all North Dakota Department of Human Services entities and community partners.

Who is Involved

- **North Dakota Department of Human Services Executive Leadership** – Came together at the beginning of the initiative to develop a shared understanding of and commitment to Person-Centered Practices. Provide ongoing support for the systemwide change by stewarding activities.
- **Technical Assistance Work Group** – Team members from collaborating agencies and eight DHS divisions guide the systemwide initiative by advancing key objectives and promoting the work.
- **Stakeholders** – Internal and external stakeholders provide perspective and input to inform policies and practices.

How to Implement



**Bring diverse
voices** to the table



**Support individuals
participating** in
services and
statewide system
change efforts



Transform policies
to reflect statewide
person-centered
values and culture



**Ensure
communication** is
accessible and
relatable

Person-Centered Practices Self-Assessment

Divisions and departments within the Department of Human Services will engage in the Person-Centered Practices Self-Assessment process to measure their progress toward building a more person-centered system.

- Administration Services
- Aging Services
- Behavioral Health
- Child Support
- Children & Family Services
- Developmental Disabilities
- Economic Assistance
- Field Services (Life Skills Transition Center)
- Fiscal
- Human Resources/Communications
- Human Service Centers
- Human Service Zones
- Legal
- Medical Services (Medicaid Office)
- State Hospital
- Vocational Rehabilitation

Areas Covered in Self-Assessment



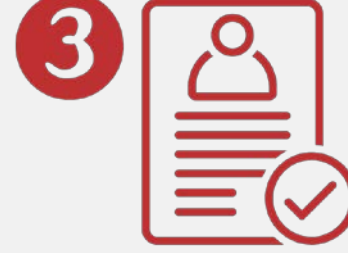
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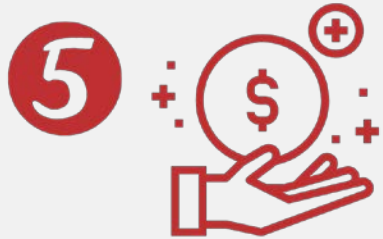
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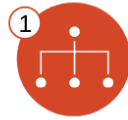
How are partnerships with service users, families, service providers, and advocacy organizations



Quality & Innovation

The agency's missions and standards

Status Update



1
Assign Division
Leads and
Determine
Participants



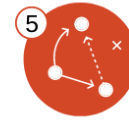
2
Participants
Take Online
Self-
Assessment



3
Review Scores
and Establish
Consensus on
Baselines



4
Engage
Stakeholders and
Service Users to
Inform Action Plan



5
Use
Information
to Create
Action Plan



6
Communicate
Action Plan
Throughout
the Division



7
Evaluate
Progress
Every Six
Months



8
Update
System
Goals

Aging Services

Pilot Program: Fall 2019



Developmental Disabilities

Timing: Spring 2020



Children & Family Services

Timing: Spring 2020



Behavioral Health

Timing: TBD



Vocational Rehabilitation

Timing: TBD



Administration Services

Timing: TBD



Medical Services (Medicaid Office)

Timing: TBD



Field Services (Life Skills & Transition Center)

Timing: TBD



Materials: www.hsri.org/nd-pcp



Technical Assistance Plan

NCAPPS, the Human Services Research Institute, a cross-division workgroup and subject-matter experts are managing North Dakota's plan and related activities to ensure system change.



Asset Map

A working tool to:

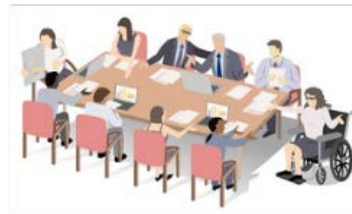
- document existing stakeholder engagement opportunities
- encourage systematic and strategic thinking about next steps
- save time and resources
- reference when brainstorming potential groups to engage
- expand and improve on current systems and processes within ND DHS



Person-Centered Practices Summit

Virtual events, with keynote speakers and panelists with lived experiences, occurred in fall 2020 to engage individuals receiving services, their families, stakeholders, and providers:

- Building Foundations for Person-Centered Practices
- Putting People at the Center of the Practices
- Embracing Diversity in Person-Centered Practices



Participant Engagement Guide

To consistently include individuals receiving services in decision making requires them to be in the room at the table when decisions are being made. This guide with best practices and proven strategies details how to directly involve individuals in workgroups in teams.

Aging Services Action Plan

- In September 2019, 25 of 35 staff (71%) completed the Self-Assessment. Since then, Aging Services staff has expanded by nearly 100.
- Following the self-assessment, staff from the Aging Services division reviewed the scores and used a consensus process to establish the baseline scores.
- Aging Services selected four areas to focus on, but with the impacts of COVID-19, reduced the initial focus areas to three:
 1. Case Managers/Service Coordinators
 2. Agency Employees
 3. Mission and Standards

Example of Action Plan

Focus Area	8.1 Mission and Standards
Baseline Score	Score of 1: Our agency mission and/or values espouse person-centered principles, but we do not have specific standards for person-centered practices within our licensing, certification or review procedures or instruments.
Goal	Score of 2: Our agency has a mission and standards for person-centered practices, but they do not clearly connect with each other . Our licensing, certification or review procedures or instruments include requirements that a person-centered plan be present, but it is not fully described or consistent with our mission and values; and not all members of our team see measures of our values as necessary or reliable.
Individual(s) Responsible	All Agency Staff
How to Achieve Goal	Agency Survey to Develop Specific Aging Services Definitions
Resources Needed	Survey Monkey
Potential Challenges	Staff Participation Due to Busy Schedules
Stakeholders, Including Service Users, to Engage	<p>Annual Survey: Representative Sample of All Aging Services Consumers</p> <ol style="list-style-type: none"> I am included in conversations about my care. <i>5 strongly agree 4 agree 3 neither agree or disagree 2 disagree 1 strongly disagree</i> My ideas are heard and used in my care. <i>5 strongly agree 4 agree 3 neither agree or disagree 2 disagree 1 strongly disagree</i> I am encouraged to invite my supports when discussing my care. <i>5 strongly agree 4 agree 3 neither agree or disagree 2 disagree 1 strongly disagree</i> I feel supported in my care. <i>5 strongly agree 4 agree 3 neither agree or disagree 2 disagree 1 strongly disagree</i> <i>Describe anything preventing you from living your best life.</i>
Engagement Strategy	It only takes five minutes
Timeline	Re-evaluate in six to nine months

What Aging Services Has Done So Far

- Weekly Meetings to Review Progress and Next Steps
- Updates to the Annual Survey to Include Questions Related to Person-Centered Practices (Representative Sample of All Aging Services Consumers)
- Listening Sessions with Tribal Nations and New Americans
- Review of Assessments to Incorporate Person-Centered Language
- Staff Survey on Strengths and How to Develop More Person-Centered Practices
- Staff Survey on Change Management



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



Questions?

Thank You.

Register for upcoming webinars at
ncapps.acl.gov

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