

Person-Centered Thinking & the LifeCourse Framework

May 27, 2015

Kansas City, MO

What people wanted out of the PCT and LC day (from sticky notes)

- I'm looking forward to hearing about emerging practices from the states about how the tools are being used together.
- We are also interested in understanding how states are looking to use the tools in a No Wrong Door model.
- Ideas for successful implementation AND integration
- Stories!!! I learn best through story sharing.
- Tips and tools to create an ISP for all individuals who receive support coordination
- Tips and tools for implementing the Person Centered Planning section of the new HCBS rule
- A clarification of how PCT skills and tools can be used with and support LifeCourse trajectory tools
- Meet the partners in each state and hear what everyone is up to
- I hope to get up to speed on how everything is actually progressing with the CoP
- How do we bring the great efforts and work together while ensuring some degree of integrity and consistency
- Ideas and implementation strategies for person centered thinking and planning
- Sharing strategies with other states
- Ideas from other states on how to sustain quality support coordination
- Ideal and quality support coordination training systems
- To share what MO is doing to lead to better PC thinking/planning for better lives for people with disabilities
- How to use tools from both LC and PCT at the same time without overwhelming the family
- How PCT and LifeCourse can be used together to support families
- Hear ideas from others how they are using lifespan folder and materials and person centered thinking
- Gaining capacity in own state, how to move forward
- How to 'marry' PC thinking with Charting LifeCourse to better people's lives and create training to help those who support them
- Share ideas for implementation and sustainability
- How is PCP implementation happening in various states
- What are some of the challenges states are facing and creative ways they are getting addressed
- To learn more about how to use PCT and LifeCourse tools together
- Inspiration and ideas for state wide roll out
- Learning more about how other states are incorporating the work and the challenges and successes they've had
- What we should avoid and what we should try
- Ideas about how other states are merging the tools and approach

COMMUNITY OF PRACTICE

- A way to continue collaboration and communication to help us make the best use of merging PCT and LifeCourse
- We need to be using both together and teaching others to do it
- How to blend the PCT tools and LifeCourse tools when working with concrete thinkers and self-advocates
- Learn how others are blending the tools
- Identify a better way to plan with families and individuals in both a long range approach (long term planning) as well as immediate/current planning
- Merging the systemic stuff with real life needs
- Want to hear what other states are doing to implement the new person centered planning rules
- Interested in tools and services
- Determine multiple approaches and strategies to PCT
- Better understanding of how PCT tools and LifeCourse tools connect and complement each other
- How to operationalize this for service coordinators and communicate it in a way that doesn't sound like more paperwork
- A commitment (which may be too strong a word) that supporting families CoP and PCT focused professionals will work together to assure the best possible outcomes for families
- New info regarding doing real person centered thinking and not 'system person centered'
- How other states have combined person centered thinking/planning tools with supporting families concepts to help families plan for their future
- A better understanding of LifeCourse process
- Hope, ideas, energy, brilliance
- Ideas from other states
- Guidance, hope, encouragement
- Ways to connect LifeCourse to person centered practices

Attendees

Connecticut

- Molly Cole
- Cathy Adamczyk
- Robin Wood

District of Columbia

- Erin Leveton
- Alison Whyte
- Joan Christopher

Missouri

- Vicky Davidson
- Lisa Nothause
- Kyla Eversman
- Lynn Smith
- Cyndi Johns
- Jennifer Wyble
- Jane St. John

Oklahoma

- Ann Trudgeon
- Amy Baustert
- Heather Pike
- Vyonda Martin
- Wanda Felty
- Lori Hauge

Tennessee

- Emma Shouse
- Lynette Porter

Washington

- Shannon Manion
- Debbie Roberts

South Dakota

- Brenda Smith
- KD Munson
- John New

NASDDDS

- Mary Sowers
- Jeanine Zlockie
- Nancy Thaler



National Partners

- Kathy Brill
- Cathy Enfiled
- Donna Meltzer
- Liz Hect

CoP Staff

- Sheli Reynolds
- Mary Lee Fay
- John Agosta
- Yoshi Kardell
- Megan Birzer
- George Gotto
- Kelli Barton

Values & Principles

	 <p>Person-Centered Thinking</p>	 <p>LifeCourse Framework</p>
<p>Describe the uniqueness of each of the frameworks.</p>	<ul style="list-style-type: none"> Way which we address a person (focus) External to the person (approach) Systems focus (budget focus) Includes more pressing needs Process for certification/trainer Skills and tools change/ develop through established communication Here and now, pull it out and plan in the moment Talk about the person No more 'yeah buts' Build collaborative problem solving and Challenges to shift paradigm- person, environment, power Skill of facilitator – strength of process Degree of integrity to prevent perverting the work More adult focused Getting to know people at the core (important to/important for) Creating and gathering resources to have a powerful and meaningful life How does the person want to live and what do we do to assist the person have balance Individualized support based on what I want, no pre-judgements No professionals know best attitudes Non an event, on-going learning, always evolving, evaluation and re-evaluation Important to and for being underlying principle PCT-how to obtain the vision identified through the lifecourse 	<ul style="list-style-type: none"> Time (when to be applied) About person and family Family is context Accounts for changes in lives over time Incorporates more of the nuances of families lives Brings focus to family need to better support individual Incorporates cultural values Free and available online Visionary- go big- future Paradigm shift- all people dream/plan/think Articulation of the lifecourse-domains, integrated star Visual to work plan and think beyond services Conversational Lifespan approach Fits in services that are primarily geared toward adults Schools and teachers love it Common sense language Easy to adapt A good way to start planning earlier and younger Encourage all kids to be treated the same in families, ex- chores, outings, etc Visually appealing Welcoming, colorful, inviting Makes it easier for people with IDD to participate Thing about unpaid lives Moves beyond eligibility Holistic approach Used for visioning

COMMUNITY OF PRACTICE

	<ul style="list-style-type: none"> • Identifying the supports and services at a point in time • PC plan captures what the person wants • Less of a connections with a framework • May over complicate- PCT is what important to and individual and important for. Everyone is equal, real world • Based on the calendar year, written in a plan that doesn't live or breathe with a person, we have systematized PCT • PCT brings a sense of a team, places and emphasis on the person and gives them a voice, brings the person and family's desires into the planning process. • Focuses more on individual • Focuses on the future when it is outside the system. Does not matter how long it takes to achieve the plan, however, in paid services it is very focused on calendar year and services that are only focuses on specific parts of life. • Starts from the person, but if they can't fully communicate the support and services become a guessing game, which leads to a path other than intended. • Applied by others to the person • Help people have a better life in the system 	<ul style="list-style-type: none"> • Respect- person is at center- and value family • Person's needs change • Focus on the context of family, family life, dynamics • Lifecourse is forward focusing, where they want to be instead of only in the moment • Helps establish a vision focus and the life experiences that shape us • Opens up possibilities and hopes • Valued role for family • Framing a vision, bigger goals, long term • LC vision, longer term, continuously re-evaluating • Help identify tools and family can be around to achieve goals • Really can elicit what this means for the family • There must be a training so that LC doesn't become a system centered program • Planning tools help people get through a barrier when they are stuck. • Trajectory of what I, my family, want for the future as well as what they don't want • Domains help you walk through the whole life, don't focus too much on one part • Bring in things other than the service system • Look at all ways to get supports • LC provides a futuristic look, plan for the whole life • Strength based, doesn't focus on deficits of the person • LC doesn't not remove people from the natural setting, process in life • Help parent help the child/family member • Focuses on the 100% of people and 100% of their life. • Big focus on creating natural supports rather than just system supports
--	---	---

COMMUNITY OF PRACTICE



What are the similarities?

- Nested in life course
- Tool for thinking about what some wants out of life/needs beyond service system
- Strategizing setting goals for life beyond system
- Include family to some degree
- Both apply to anyone and help you plan for life
- Stronger and best used when viewed as skills and tools for all people
- Goal is a good life
- Conversation next steps
- Foundational- if you start with PC it drives planning,
- A way to look at person and vision
- Pull family and system out of tug of war
- Living, continual process, change and grow
- Change the conversation- ex. What about blank-> how to make friends
- Humanity
- Peeling the onion
- Structure to talk
- Once you see it work it works
- People can work on them independently, don't have to be with a professional
- Living documents, always able to be changed
- People driven
- People don't like to use tools for conversation, then forced to also fill out service forms, prefer to just have conversations
- Having a life, not a service life
- Not about disability
- You can start the conversation where the person is
- All about having a good life
- Focus on every day language
- Stepping out of the box from where you are
- Used to help identify opportunities
- Focus on support instead of fixing
- Gives structure to conversation
- Helpful to organizations because it changes the way supports are built around a person, approach to the service delivery system
- Both are just tools- PC seeing through person's eyes, LC is a way to put individual in context
- Used for planning and vision
- Do not want to limit relationships
- Both tools can be very empowering
- Tools can be used for people
- Important to/important for
- Planning
- Team approach
- Focus on individual but include family
- Relationships are important
- Strengths based
- Caring about/caring for
- Remind us where the focus should be

COMMUNITY OF PRACTICE

<p>Why are they helpful? Describe why, to whom and when, if applicable.</p>	<ul style="list-style-type: none"> • Systematized (to fit service system) • Families can focus on specific needs of individual • Challenges values about people with disabilities • Reinforces values of individuals • Gives power back to the individual • Current planning • Articulates steps • Concrete • Individual and family waiver services • PC thinking for the individual honors the person and they get to be heard • Important for the family because the person will be happier by directing the process • Identifies supports and services that an individual needs at a point in time to reach goals • Up to the person, person first • Help people speak up for themselves • Helping understand the individual, BUT not always person centered, despite the name • Using 'like and admire' can reframe the entire conversation • Creates a framework for planning for the future 	<ul style="list-style-type: none"> • Helpful families incorporate nuances of life • Helps service providers that focus on one age group or skill see the big picture • Vision casting • Builds on steps from plan, folded in • More buy in from case managers, 'get it' • Online planning tools • Help families with children younger than 18 • Start planning at a younger age • Before enter the formal service system • Help families think and plan • Service coordinators use with all ages • Like that its able to be incorporated into forms • A new way of thinking • Gives a larger life scope for thinking • Focus more on those not in service system • Can help put individual in a context • Not thinking for or controlling • Puts ideas in context • Giving tangible examples of things they can do • Helps people make level one changes • Helping people think about things differently • Help families figure out what they need to be doing now in order to be prepared for 10 years from now.
--	--	---

Common Tools & Strategies for Planning and Conversations

	 <p>Person-Centered Thinking</p>	 <p>LifeCourse Framework</p>
<p>Ideas for integrating LifeCourse and Person-Centered Tools</p>	<ul style="list-style-type: none"> • Blend and build together- balance • Stay in learning mode • Fold LC into PCT and plans • Relationship map in conjunction with star • All are invested in these types of models where everyone has a role • Cross department wide training on PCP to break down silos between agencies • Using LifeCourse at intake • Partners in Policymaking training <ul style="list-style-type: none"> ○ Used to make own action plans after graduation • Incorporate into ISP- populating cells • Website redesign- resource separated into LifeCourse areas and guiding LifeCourse questions • Help families become familiar so they are asking for it and wanting it, get families to be the ones pushing change. If from families instead of the state agency it won't become a check list, peer to peer, not systems driven. • Conference calls to help get reflections and camopar with other states, good to hear what the struggles are and may be able to lend variety to the situation • Inspired and want to keep up. One time or once a year is not enough, more frequent , more connections to do the deeper dive, more rapid cycle for feedback <ul style="list-style-type: none"> ○ Something targeted, monthly calls already too full ○ Use technology, make as interactive as possible 	

COMMUNITY OF PRACTICE

<p>Strategies, ideas, and/or models for building capacity of staff to use tools in their work or embed in organization's activities</p>	<ul style="list-style-type: none"> • Facilitator skill- peel back onion, next questions • Balance certification with ability to move on your own <ul style="list-style-type: none"> ○ Strength of facilitation ○ Process ○ Language ○ Next steps ○ Guide respectful conversations ○ Sharing the story • Blending tools, consider sequence, case-by-case • Families planning together, training for families, ways to incorporate the LifeCourse materials into training- parent training center • Sustaining PCP, partnering with providers, each provider puts in funds and the state does as well, and the training keeps occurring and sustaining • Relationship training, positive approaches, moving away from behavioral aspects • Use tools of PCT and LifeCourse to create a plan to get on the past • Three buckets included in staff conversations, easy to explain and easy to digest <ul style="list-style-type: none"> ○ Use them for mapping what organization is doing and what they can be doing • Include more examples of how tools filled out in real life • Online tools, webinars <ul style="list-style-type: none"> ○ Ex: train the trainer, webinar series on whole training (include role play examples) for each tool • Continue to have more examples of how families are using this and their outcomes (online repository) • Sharing success stories to help arm states to change culture, hearts, and minds. Has been helpful to share specific examples.
<p>Successes and challenges of using the tools or building staff capacity to apply thinking or use tools</p>	<ul style="list-style-type: none"> • Perverting the work, system for integrity • Try to get more service coordinators involved so they are inspired to use tools • Getting staff and organizations to adopt without being overwhelmed by more paperwork • Getting all systems within a state to agree and get on board • The challenge is putting together PCT and LifeCourse and understanding how the differ, and explaining to families. • Use the opportunity not just to qualify for services, but what are they already using • Conversation has to be focused on contribution, value

Applying the LifeCourse Framework

State DD Agency

	<p>What is happening now? (What is happening in your state to incorporate LifeCourse thinking into the state DD system?)</p>	<p>Ideas for Next Steps (What can you do when you get back? List questions, thoughts, ideas)</p>
<p>Policies</p>	<ul style="list-style-type: none"> • Waiver built system to reflect this information and framework. Ask, what services can help by using the star, community engagement, parenting, ISP, peer mentoring • Take advantage of waiver session • Trust fund, able act- 6% enhancement reinvested in LTSS • Department making a more aggressive effort, they understand that LifeCourse does not mean more services • DDD intake automatically refers to F2F. The framework has changed the way intake interacts with families and individuals, they engage much more. • Framework helps change the way DDD communicates with providers. • Internal conversations, compliance has driven quality • CQL background of DDA director • Statement policy for feedback, some legislation for stipends • Family support council, based on community of practice 	<ul style="list-style-type: none"> • Target age groups • Want to educate staff to have rich conversation • Have ideas, but no money! • Young families like ideas, know DDS isn't the answer • Possible assistive technology position • A system people can come and go from • Building collaboration • Education needs to get person to a good life, not the next place • Developing a quality/outcome based measure for compliance • Include CoP members in any policy review, waiver, etc • Caseload should be really adjusted to make this a reality • Public guardianship poses a challenge • Training on person centered for all, like attorneys for example • Trajectory to employment- new legislation • Use the tools to start the conversation with people on capped waiver • Education is the gap

COMMUNITY PRACTICE

<p>Workgroups, Committees & Initiatives</p>	<ul style="list-style-type: none"> • Use all parts of star, bring all things together • More training for young families • Workgroups match passion of those leading them • Children’s work group and LifeCourse groups combined • Dept of ed gave funds to use for teachers to us PCP and this is being taken during summers • Stakeholder meeting are primarily with families, as opposed to providers, this strategy is working • Tried to plug in where things were already happening, now to be intentional • Joined community meetings, learning from each other 	<ul style="list-style-type: none"> • Using technology to target age groups on no paid service caseload • Make information timely for individuals • Private colleges to continue to providing credit • Building circles of trainers, also paying them stipend • “You don’t mess with someone’s trajectory” • Need to ‘internalize’
<p>Planning Procedures & Policies (Staff Training, Manuals)</p>	<ul style="list-style-type: none"> • Did star at all staff meeting, had everyone fill it out for themselves, got people excited to use with the people the work with • Use the my page tool, staff fill out for self, love how it translates • Break down trajectory- can draw it, don’t have to have tool, vision can be for anything, something small like school day or one goal • PT- Peer training, build into grant as not to depend on money, but to be more sustainable • Focus on transition • Working and support coordination manual • Quality enhancement interviewing is changing in four regions of Missouri • Revamped the Missouri Quality Outcomes • Some conversations about natural supports, between LifeCourse and new HCBS rule, people are really embracing using • LOQW focus less on policy and more on procedures. They are tolling it into services they provide as a vendor, they use it in working with their youth leadership program, they brought families in and this really enhanced conversations. 	<ul style="list-style-type: none"> • Use trajectory to do little pieces of life, not only big vision • Tools are not about paper! They are about conversation, use to guide thinking and fill out forms later • Focus on enhancing the trajectory and not pulling a person of theirs • Training requirements such as shadowing • Looking at safeguards that are necessary, training model should be sensible • As models evolve, need to unbundle the structures to make trainings more logical, probably over service in some situations to meet requirements • Not just a checklist!

COMMUNITY OF PRACTICE

	<ul style="list-style-type: none"> • DDD is revamping individual satisfaction survey • Initiative to have all providers trained in person centered thinking. • More coordination with the school system • “On the road” changed to be more focused on PCT/LC • Training for CM/PCT trainers have to get trained in LC • Vision planning 	
<p>ISP Templates (Forms, templates, computer programs or software)</p>	<ul style="list-style-type: none"> • Working to gather goals • Use my page tool to inform ISP • Use of one PC tool is in our rules • More spontaneous conversation, having choices on which PCP tool to use • Revamping planning guide • Has made ISP changes- taking ideas of tools and incorporating into ISP 	<ul style="list-style-type: none"> • Want to change what service plan looks like when it prints out • Hoping to expand • Every provider is council on quality development, utilize CQL, but want to measure outcomes • Looking at revamping/rethinking the ISP guide for families and the family planning • Every plan reviewed for services, review for PCP/vision • Develop guiding questions in ISP

AHA

- Both tools to remind us where the focus should be
- PCT approach applied by others to person
- LC employed by all (more broadly) can be applied by person
- LC is an aha moment in the context of the family which can have an effect on those I spend time with and my life
- Misconception that service system drive person centered thinking
- How do you change heart and minds to do a real shift?
- Avoiding the trap of using the tools to ‘do what is best’ for the individual, avoid the guessing game
- Systematized everything, how do we keep from doing it again?
- We need to keep some sort of structure that keeps the purity and spontaneity
- Spent so much time and energy supporting institutions, where would we be if we spent it on families instead.

Take away from the conversation

- PCT process does discovery of here and now, good from the family perspective, LC allows for vision for future, allows for vision for good life
- PCT starts at person, when working with someone who can't communicate PCT becomes a guessing game. Services protect instead of quality of life. LC directs into a different path.
- Both remind where the focus should be
- PCT applied by other to a person, LC inclusive
- LC- 100%, if we are planning, include community. If we put same time and money from institutions into families, what could we accomplish.
- Don't take something good and systematize it. Keep it pure.
- Don't let it go away because leaders change.
- Both impact how people think. PCT started 9 years ago with a focus on long term services and supports, trying to help people have better lives in systems. Just supports they need is different thinking
- Family is still an important part, we all live within the context of the family.
- Not one against the other, all are a starting point.
- Not everyone is inside the service system.

What can CoP do to support you?

- Ongoing communication to share information
- Learning continually
- Provider training so that members can really come to be subject-matter experts on it. Make sure it is not just a concept.
- Universal train-the-trainer program that helps people implement
- Directory of people and what they are doing so we can get with each other and hear what they are doing
- Create a fellowship or a network of people
- More examples of using person centered tools and LifeCourse around employment and how people are using the tools
- Don not lose sight of the journey
- Share things you can learn from that did not work
- How to train service coordinators on not dropping the tools when they get heavily into compliance, more support to be about the people more than the paper
- Getting tools off paper and into practice
- Getting outcomes vs focusing on the paper, now how we meet requirements
- LifeCourse and PCT into policy and practices
- Include PC planners in all conversations at all times
- Providers need to be present that can talk about impact/strategies
- Check in the CM too
- Access to system knowledge
- Support to executives and directors trying to make connection
- Process, give preparation time
- How to recreate policies