

**“But we’re already
person-centered.”**

**Reflections and lessons learned
from Utah’s Journey to build a
more person-centered system**

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Reflections and lessons learned from Utah’s journey to build a more person-centered system

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Agenda for today

Agenda

- System change
- Technical assistance
- Collaboration
- Engagement with partners
- Products and resources
- Lessons learned & next steps

System change

System change motivations

Motivations

- Improving person-centered planning
- Settings Rule
- Employment First
- State level values and mission
- Universal design
- Cross-system collaboration
- Consistency, transparency, and efficiency

Support/technical assistance

- National Center on Advancing Person Centered Practices and Systems (NCAPPS)
- State Employment Leadership Network (SELN)
- Office of Disability Employment Policy (ODEP)
- Griffin-Hammis and Associates (GHA)
- Disability Employment TA Center (DETAC)
- State and community partners
- Centers for Medicare and Medicaid Services (CMS)

System change outcomes

- Engagement with communities and partners
- Inter-agency collaboration
- Enhance person-centered planning standards and procedures
- Develop measures for person-centered outcomes
- Redesign electronic case management software
- Develop resources

Technical assistance

National Center on Advancing Person-Centered Practices and Systems (NCAPPS)

- **Goal:** To promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan
- **Funded by:** Administration for Community Living (ACL) and the Centers for Medicare and Medicaid Services (CMS)
- **Priorities:**
 - Cultural and linguistic humility
 - Cross-system collaboration
 - Participant and family engagement
- **Activities:** Monthly webinars, Learning Collaboratives, resources, technical assistance



ncapps.acl.gov

NCAPPS vision for person-centered systems

- **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

Utah's NCAPPS technical assistance

- NCAPPS has been providing technical assistance to Utah's Division of Services for People with Disabilities (DSPD) since 2018 to support person-centered systems change
- Goals:
 - Community engagement
 - Revised policies and improved quality standards
 - New Person-Centered Support Plan software
 - Brain Injury Train-the-Trainer
 - New Choices Waiver
 - System coordination and collaboration

Collaboration

Collaboration is key

- Hold a weekly collaboration meeting
 - Structured project management approach
- Reduced the silos, supporting the organizational culture of person-centered practices
- One consistent message across our offices

Engagement with partners

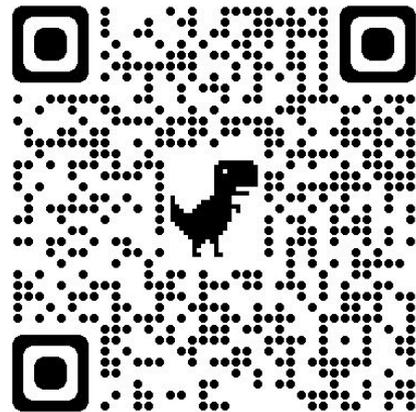
Engagement with partners

- Stakeholder workgroups
- Settings newsletter
- Q/A and Training Sessions
- Quarterly communication sessions with all partners
- Audience specific fact sheets

Products and resources

Settings Rule resources

- **DSPD Settings Rule webpage**
 - **LTSS Settings Rule webpage**
 - **<https://dspd.utah.gov/settings-rule/>**



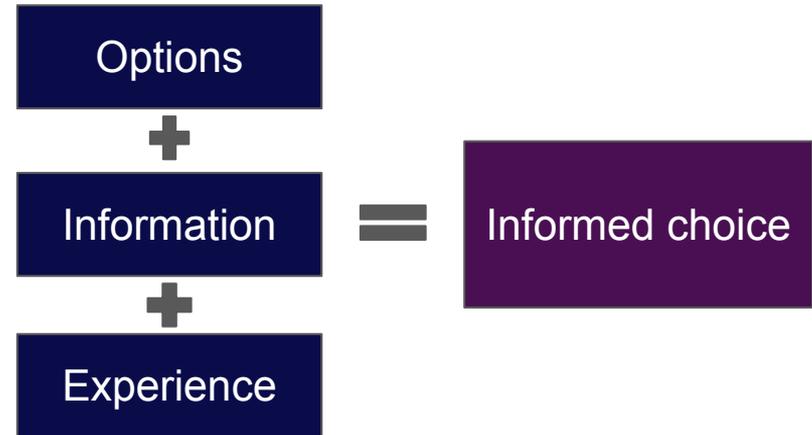
DSPD Employment Pathway Tool



Informed choice

Guided conversations should:

- Gain perspective from the person's point of view.
- Broaden the person's understanding of options, information, and experiences to develop informed choice.
- Help the person develop professional abilities and build social connections through their experiences.
- Be sensitive to the unique needs of the person and communicate in a way that the person understands.



Overview of the DSPD Employment Pathway Tool

- **Value** of employment
- **Purpose** of DSPD Employment Pathway Tool
- **Section 1: Identifying** the employment pathway
 - Appendix A
- **Section 2: Exploring** pathway A,B,C, or D
- **Section 3: Develop** the services and supports

Some things to consider

- Conversations can take place over time, not all at once.
- Creativity is encouraged! Use pictures, video, symbols, icons, etc.
- The process will look different for every person.
- Conversations should always be interest and strengths based.

Support Team Quick Guide

Person-Centered Planning Tool

Purpose and how to use the tool:

Suggested use of the PCP tool

Family Perspective on Employment

The image shows two side-by-side screenshots of the 'Family Perspective on Employment' tool. The left screenshot displays the 'Integrated Supports Star' (ISS) tool, which is a star-shaped diagram with five points. Each point is labeled with a different support area: 'Community Resources for Working and Career Goals' (bottom), 'Family Support in Finding and Getting Work' (right), 'Social Services and Health Care Support' (top), 'Transportation and Mobility Support' (left), and 'Financial Support for Finding and Getting Work' (center). The right screenshot shows the 'Lifecourse Portfolio' tool, which is a form with several sections for input. The sections are: 'NAME OF PERSON COMPLETING' and 'DATE' (top); 'ON BEHALF OF:' (middle); 'WHAT ARE MY FAMILY MEMBER'S SKILLS, COGNITIVE, HEALTH AND INTERESTS TO HELP WITH EMPLOYMENT?' (large text area); 'WHAT ARE THE BEST CHALLENGES TO SUPPORT MY FAMILY MEMBER WITH EMPLOYMENT?' (large text area); and 'WHAT ARE THE BEST CHALLENGES TO SUPPORT MY FAMILY MEMBER WITH EMPLOYMENT?' (bottom), which is further divided into 'What are supports that work well and what does not?' and 'How do they best work?'.

The portfolio makes use of 3 different tools, the One-Page Profile, the Trajectory for Planning, and the Integrated Supports Star, all from the perspective of the family and focused on employment.

For Vocational Rehabilitation (VR) Counselors:

The Family Perspective on Employment Tool can assist VR Counselors in identifying and understanding their client's team/support system.

-For Educators: ...

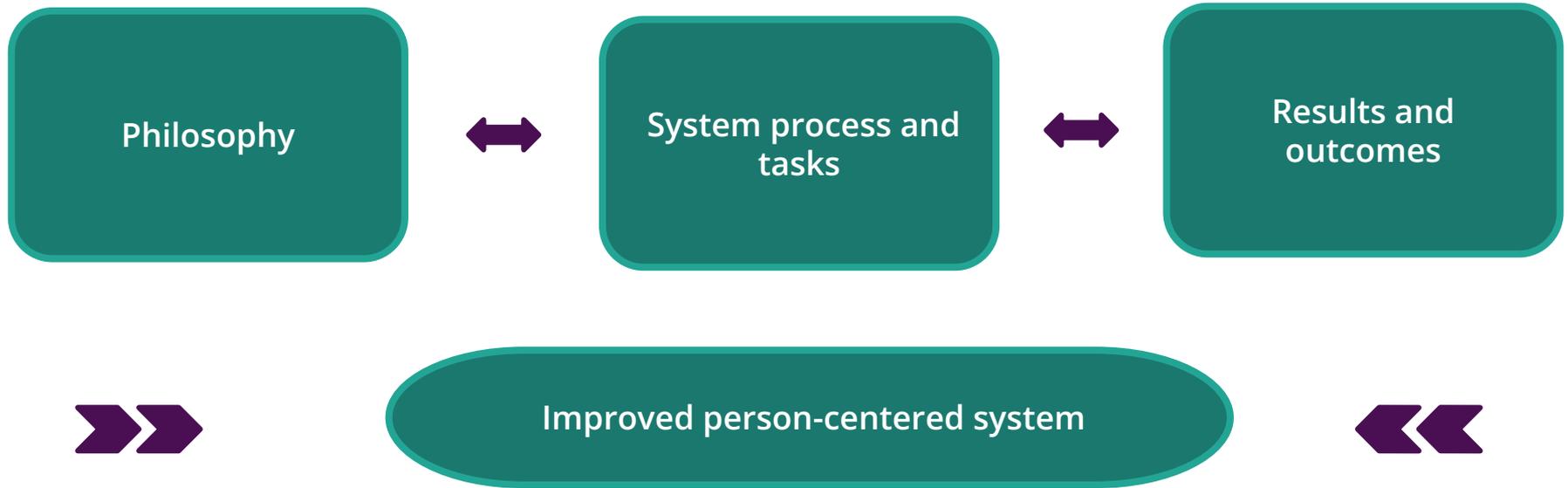
-For Support Coordinators...

-etc.

New Person-Centered Support Plan (PCSP) software



Building a bridge from philosophy to quality outcomes



Person-Centered Support Plan and the Settings Rule

- Reflect the person's strengths and preferences.
- Include individually identified goals and desired outcomes.
- Reflect the services and supports and the providers of those services and supports – paid and unpaid.

Help PCSP's meet Settings Rule

- Be understandable to the person receiving services and people supporting them.
- Be finalized and agreed to by the person in writing, signed by team.
- Be distributed to the person and others involved in the plan.

New software overview

Plan ▾ Reports ▾ Show Validation

Pre-Planning ✕ Plan Dates ✕ Action Plan ✕ Budget ✓ Attachments Plan Backup ✓

- ▶ Plan Checklist ✕
- ▶ Plan Meeting Prep ✕
- ▶ Review of Last Year's Goals, Supports and Services ✕
- ▶ Planning Tools

Action plan

Person-centered processes

Life domains and stages
Person-centered planning tools

Goals - Person's best life (Important TO)

Non-goal supports (Important FOR)

Person-centered support system

Natural supports - family, friends
"Other" supports - State Medicaid, VR
Paid supports - Waiver services

Charting the LifeCourse life domains



Daily life and employment
(school, employment, volunteering, communication, routines, life skills)



Healthy living
(medical, mental health, behavioral, nutrition, wellness, and developmental)



Community living
(housing, living options, home adaptations and modifications, community access, transportation)



Safety and security
(emergencies, well-being, legal rights and issues, guardianship options and alternatives)



Social and spirituality
(friends, relationships, leisure activities, personal networks, faith community)



Advocacy and engagement
(valued roles, making choices, setting goals, responsibility, driving one's own life)

Life domains and stages

Pre-Planning ✓ Plan Dates ✓ Action Plan ✗ Budget ✗ Attachments Plan Backup ✓

Delete Goal Delete Support

Domains/Add Goal ✓

+ New Goal

Daily Life Employment

Goals

I want to go to the Olympics

- Community Living
- Safety & Security
- Healthy Living
- Social & Spirituality
- Citizenship & Advocacy

Add Natural Supports

Add Other Supports

Add Paid Services ✗

Goals And Supports ✗

Non Goal Supports ✗

Selected Plan Attachments

Add Domain Information (Important TO Item)

Label Optional

Note

Add Clear

Daily Life Employment Domain Information (Important TO Items)

Label	Note	Category	From	
Am I learning about the different roles people have in life and how they are interrelated?	I know some people help me at work, some people help me with my meals and shopping and my family helps me with a budget.	Applicable	PLAN	
Educational Setting	School/preschool or vocational program works with the individual and family to address the individual's educational needs; OR the individual likes school.	Applicable	UCANS	
Job History Volunteering	Individual has a history of meaningful work or employment/volunteering but is currently not working/volunteering or is not currently experiencing pleasure	Applicable	UCANS	

Hide Not Applicable

Suggested Questions

- Prenatal And Infancy +
- Early Childhood +
- School Age +
- Transition +
- Adulthood +
- Aging +



Plan backup/Risk response

Pre-Planning ✓

Plan Dates ✓

Action Plan ✗

Budget ✗

Attachments

Plan Backup ✓

Backup/Emergency Contacts

Risk/Response Data ✓

Add Identified Risk/Response

Identified Risk

Response Time

Response

Notes

Add

Clear

List of Identified Risks

Expand All

	Identified Risk	Response	Response Time	Notes	Delete
No records found.					

Case study – Support coordinator response

Using the planning tools led to a client speaking up for himself and saying he wanted to be able to spend time with old friends who were not "clients." As a result, the team came up with a way to do this and the client was so excited to see that all he had to do was speak up for what he really wanted and all of his team was there to ensure it would happen.

Parents reported after doing [the] "good day/bad day" [tool] that it gave them more understanding of what is really important to their daughter.

I think in the past we have forgotten about all areas of a person's life and this brings us back to these areas. What I have found already is that we listen to the client more and actually have the goal be something they want, not what we want for them.

An individual had her planning meeting in May and we reviewed the upcoming plan during our April visit and she came prepared with a list of things she wanted to discuss and was able to articulate how she wanted supports while asking for support and input as needed.

Lessons learned & next steps

Lessons learned

The work never ends!

- People with lived experience know the system best; involve them as much as possible.
- It is crucial to develop consistent opportunities for engagement and channels for communication.
- Keep clean data.

Next steps

There is still a lot of work to be done!

We are currently working on the following projects:

- Revising provider self-assessments and trainings
- Revising and updating previous guidance documents
- Creating new guidance documents
- Adjusting ongoing monitoring processes
- Enhancing the software system for service users
- Survey on person-centered planning process
- Review of current policy and state code
- Updates to scope of work and contracts

Contact information

Utah Settings Collaboration email:

HCBSSettings@utah.gov

Utah Office of Service Review:

OSRprovider@utah.gov

Utah Division of Services for People with Disabilities:

DHHS_DSPD_CommunityInclusion@utah.gov

Thank you!



**2023 Home and Community-Based
Services Conference**