

Are We Person Centered?

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The Learning Community for Person Centered Practices (TLCPCP)**



AGENDA

- Welcome
- What is Person Centered Thinking
- Creating Change
- Where Are We Now
- Everyday Learning Skill
- Management Skills
- Making a Connection
- Resources



What does it mean to be Person-Centered?

When do we use person-centered thinking skills with?



Person-Centered Thinking

- **Underlies and guides respectful listening**, which leads to respectful action
- **Supports people in having positive control** over their life, guiding them toward a desired and satisfying existence
- Helps people be:
 - **Recognized and valued for contributions** (current and potential) to their communities
 - **Supported by a web of relationships**, both natural and paid, within communities



Person-Centered Thinking

In thinking about PCT, there are some commonly held myths such as
“We’re already doing it.”

What PCT *is not*:

- Thinking that a well-developed plan will lead to a good life
- Belief that Person-Centered activities are only appropriate for one type of disability
- Thinking that only staff working directly with the individuals receiving services and supports need to be engaged in Person-Centered activities
- Simply asking the person what they want
- Thinking that PCT and PCP can be done without significant organizational changes



What do Quality Person-Centered Plans Mean?

- People **have control** over the lives they have chosen for themselves
- People **are recognized and valued** for their contributions (past, current, and potential) to their communities
- People **live the lives they want**
 - Versus having services chosen for them
- If done correctly may **avoid duplication of services**, and
- May **reduce costs** and unwanted services



Person-Centered Plan Requirements

As per the HCBS Final Rule;

Person-Centered Plans must identify an individuals':

- **Strengths**
- **Preferences**
- **Needs (clinical and support)**
- **Desired outcomes**



Person-Centered Supports

- Services and support **tailored to each person's** strengths, needs, and preferences
- Outcomes that move people toward **a life they desire**



A Culture of One

- We don't guess what someone likes just based on their culture.
- Everyone has their own beliefs and things they like.
- When it comes to culture, each person is different in their own way.



Let's Check in

Describe Your Culture of One



Repeat, Reflect, and Adjust

Management Skills

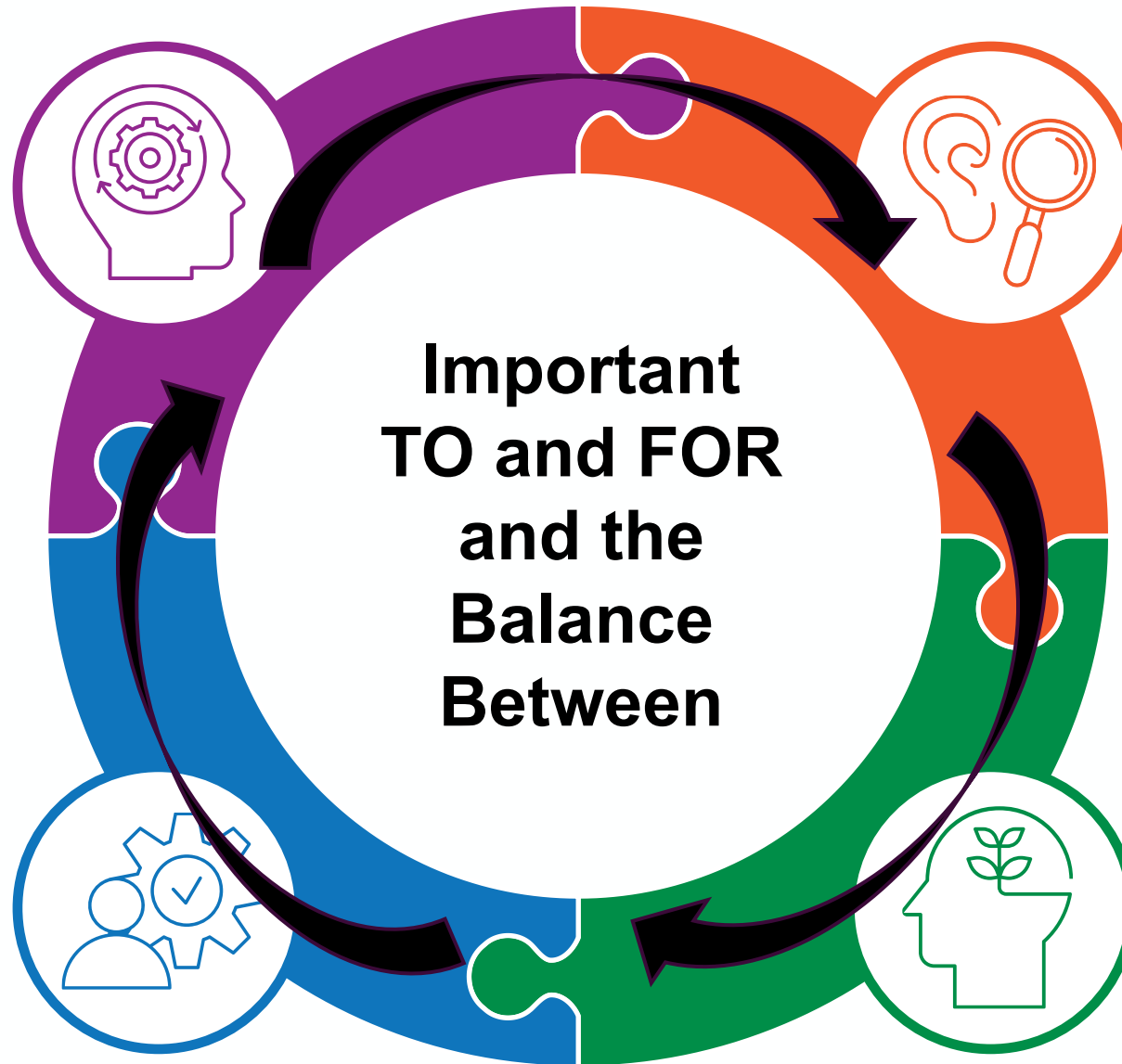
- Donut
- Matching

Discovery and Listening Skills

- Two-Minute Drill
- Relationship Map
- Communication Chart
- Rituals and Routines
- Good Day/Bad Day
- Reputation

Everyday Learning Skills

- Working/Not Working
- Learning Logs
- 4+1 Questions



Important TO a Person

Happy – Comforted – Content – Satisfied – Fulfilled

- People to be with/relationships
- Culture and identity
- Purpose and meaning
- Status and control
- Things to do and places to go
- Rituals or routines
- Rhythm or pace of life
- Things to have



Important TO

- What matters the most to a person
- Their own definition of quality of life
- We learn from what people “say”:
 - With their words
 - With their behavior

When words and behavior are in conflict, pay attention to the behavior and ask “why?”



Important FOR

Health

- Prevention of illness
- Treatment of illness/medical conditions
- Promotion of wellness (e.g.: diet, exercise)

Safety

- Environment
- Well-being (physical and emotional)
- Free from Fear

Valued

- Be valued
- Be a contributing member of their communities



What is important to me

- Being in control of my life
- Having an orderly environment – things need to be in their place
- Having something to do / keeping busy
- I like to be needed / useful
- Family means the world to me



Simon

A good match for me is someone

- With similar lived experiences
- Upbeat
- Not pushy
- Who respects my values and priorities

How to best support me

- Keep it cheerful – whining not welcome
- Allow time for me to gather information so I can make decisions
- If I don't ask for help, let me do things myself
- Gently remind me if I am pushing too hard with physical tasks and can hurt myself
- Make sure I have my inhaler nearby when I go out
- Help me keep up with my prescriptions – I sometimes run out and miss my medications for a day or two
- When I am having a bad day, gently help me with the things I need support with

What people like and admire about me

- I like meeting new people
- I am self-reliant and disciplined
- I am a good neighbor
- I enjoy being creative and solving problems
- I'm reliable
- I choose to be positive

Today we will look at:

- Where are you now?
 - In supporting the people who use your supports and services?
 - In supporting employees?
 - As an organization?
- What would/does success in this effort look like?
- How would you define the outcomes for success?



We want a system where:

- People are supported in having the lives they want
- People are in their own communities

BUT...



We live in an era where:

- Demand is increasing
- Public resources can't keep up with the demand

Unless...

- We change how we think about, organize, and deliver services



We need real, substantive change that:

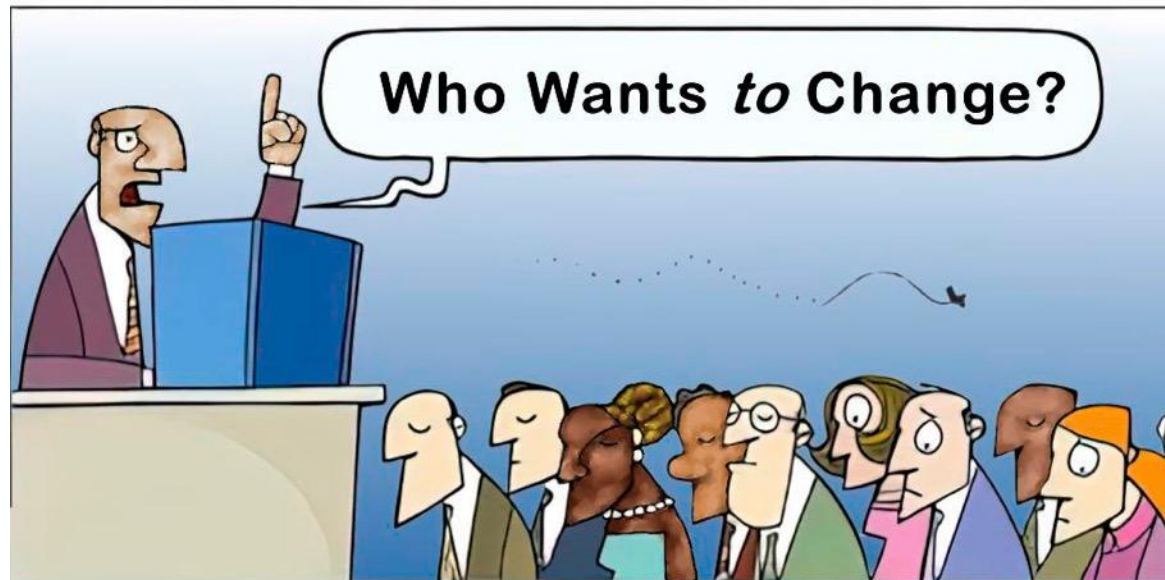
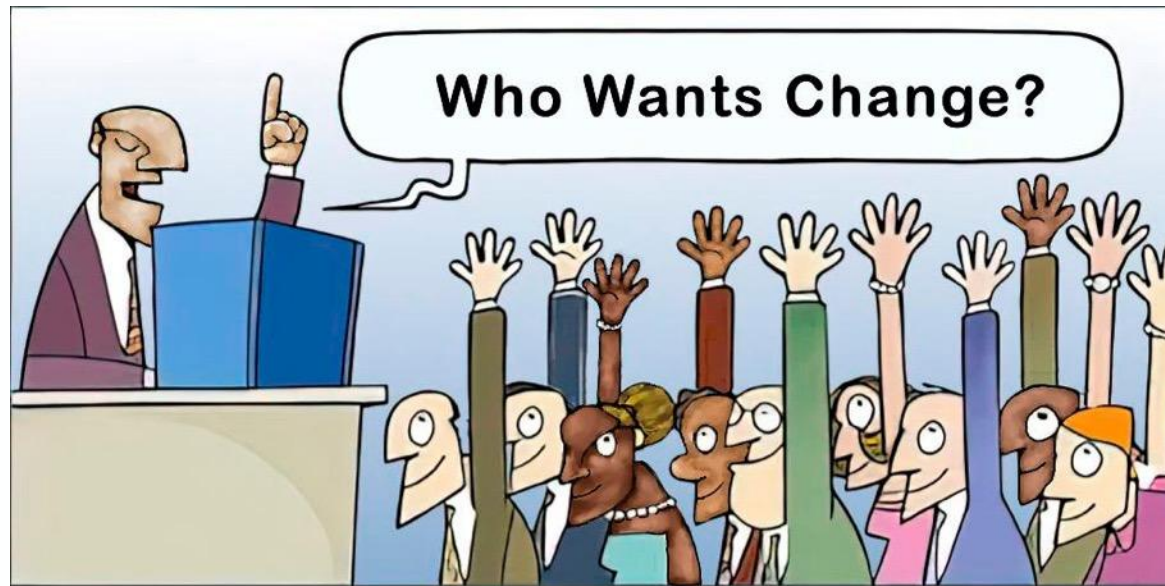
- Meets federal and state **expectations**
- Improves the lives of those who **use the services** and those who **provide the services**
- Helps those who manage the organization **use their limited resources more effectively**
- Helps those who manage the system **learn how the changes that they have made are working**





Creating Change







“Take a long, hard look
down the road you will
have to travel once you
have made a commitment
to work for change... .”

~ John Lewis



Discontent Is the Engine of Change

There are there are two kinds of discontent:

1. **Cynical:** Discontent without hope
2. **Optimistic:** Discontent with hope for positive change

Do you have too much cynical and not enough optimistic discontent?



Cynical Discontent



Denial

No different than
what we've always
been doing



Distortion

What people want is
what they already
receive



Departure

The good people leave



Optimistic Discontent

- Requires hope based on trust that is created when there is:
 - A **history of acting** on things that can be changed
 - **Honesty** about those things that will take time to change
 - **Progress** in acting on the things that take time
- Where cynical discontent is dominant, trust must be created.



Levels of Change

Level 1

Individual Change

Level 2

Organizational Change

Level 3

System Change

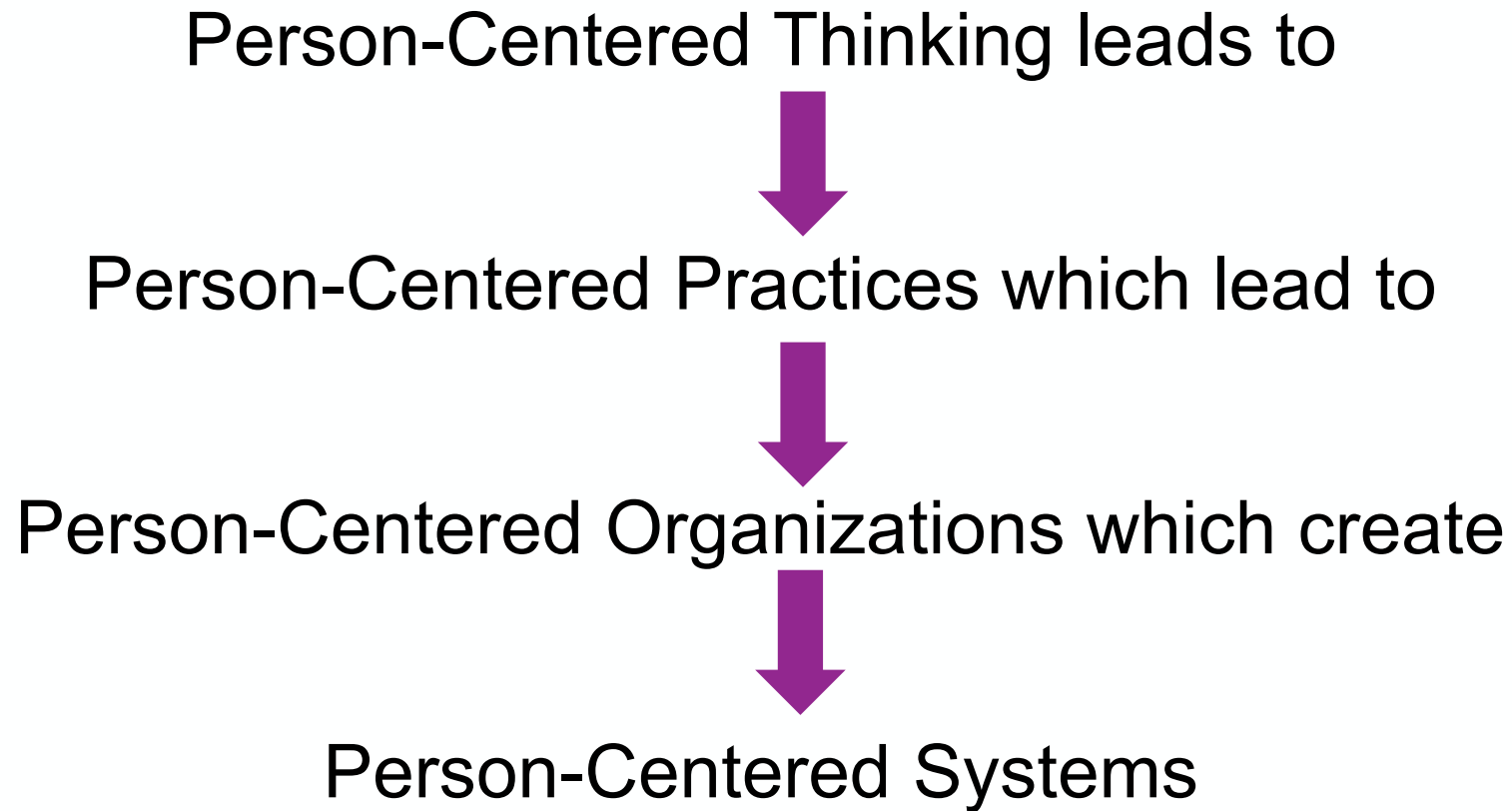


Change Questions

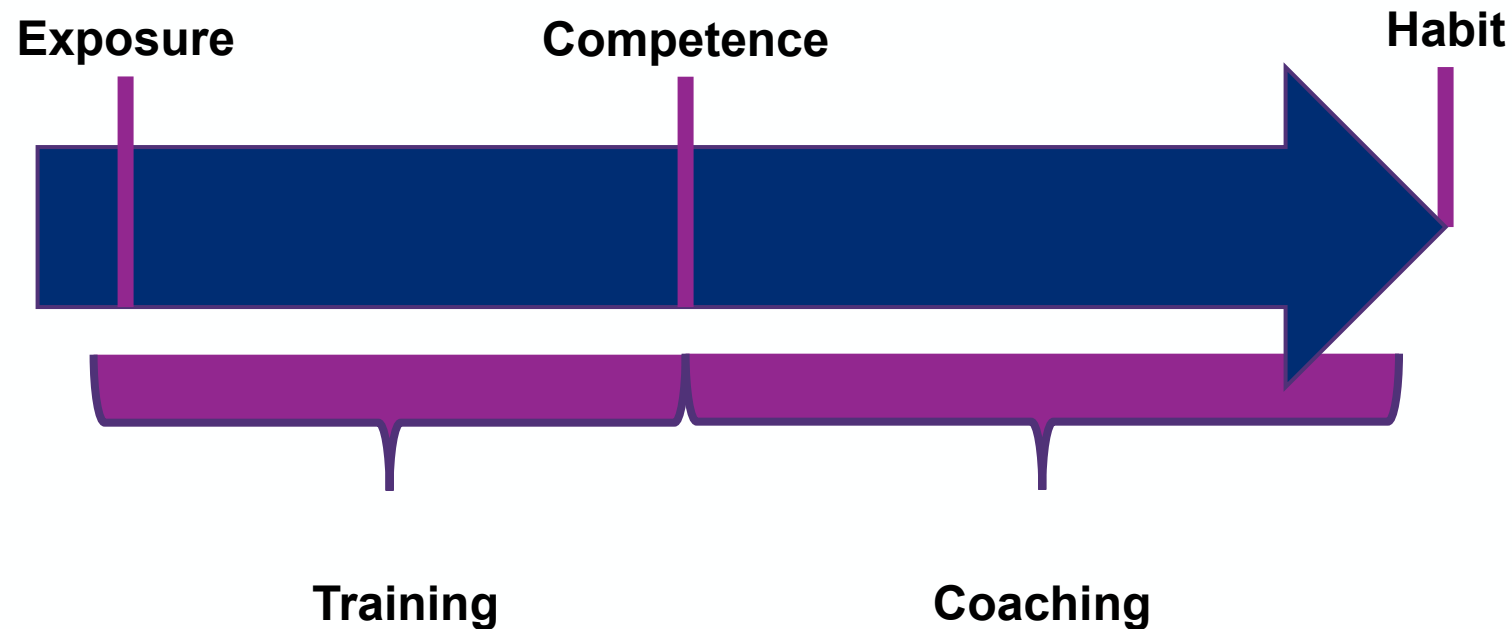
- Where do you **see opportunities** to do your work differently?
- Where do you **see the challenges** in making this happen?
- Where do you see yourself in **accomplishing these changes**?



The Basic Approach:



Being person-centered requires more than training

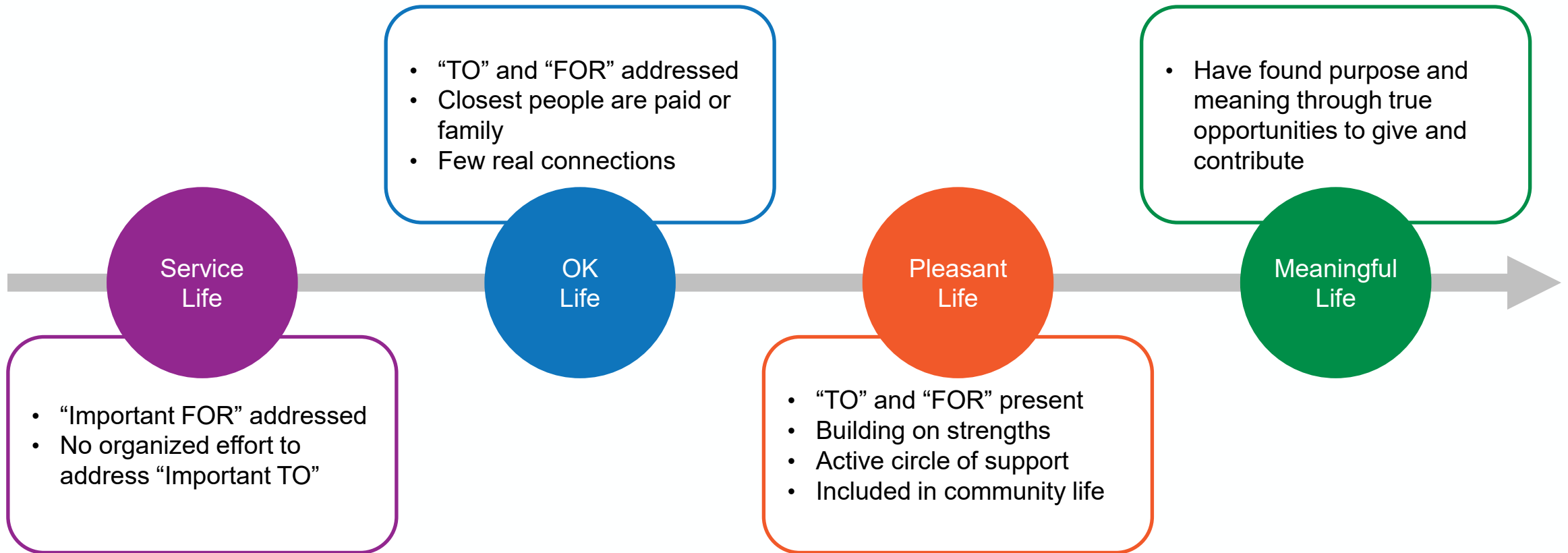


What are some of the benefits of aligning person-centered values and organizational behavior?

- Many, many stories on **increases in quality of life**, reports of increases in scores on Personal Outcomes Measures
- **Decreases** in behavioral incidents and injuries
- Decreases in turnover – **increase in staff satisfaction**
- Shorter meetings with **better outcomes**
- **Significantly improved** business processes



Lives with Meaning and Purpose



Employees: Moving towards being Person Centered

Meeting Minimums

- Focused on 'important to' and 'important for' and the balance between
- Paperwork reflects learning but acting on this learning is not regular practice
- Efforts are made to match staff with those supported
- Staff feel supported

Person Centered

- Keep people supported healthy and safe
- "Take" people into community, but don't connect
- Try to be all things to the person, think everything is their core responsibility
- Write what they are told, do not record their learning
- Do not feel listened to or valued, feel that they are replaceable

Good

- Staff actively assist in helping people to maintain/enhance connections and contributions
- Staff feel supported and valued
- Can be creative without fear, clear about expectations
- Routinely say what is / is not working about their team and organization, feel listened to and what is said is acted on
- Feel there is a good match between them and the people they support
- Staff know what is important to each other, what support team members need & use meetings to think together

Organizations: Moving towards being Person Centered

Meeting Minimums

- Person-centered practices are present but not habit
- Person-centered practices are started when their absence is noted
- Addressing “important to” is accounted for in its mission
- Documentation reflects person centered elements
- Learning is encouraged but not a “habit”

Person Centered

- Focus on health and “making” people more independent
- The answer to individual requests is to wonder if it would be “fair”
- Learning that is recorded is usually to fulfill policy/legislative requirements
- Training and skill development is focused on healthy & safe, and compliance with rules/regs

Good

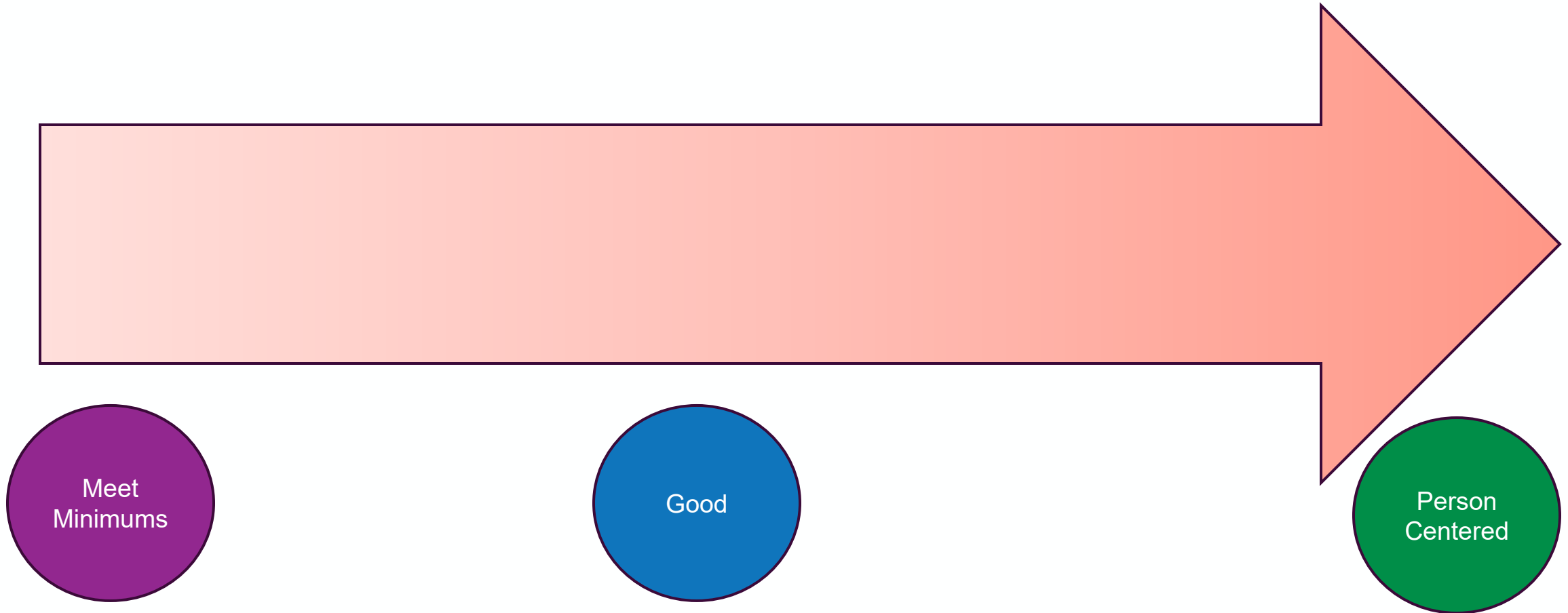
- Processes are built around person centered practices & changed with learning
- New and ongoing training supports the use of person centered thinking skills
- Learning happens daily, is recorded, used and shared
- Partnership is strong – within the organization and with partners
- All managers are coaches and continuously support learning and acting on what is learned
- There is a strategic approach to implementing person centered thinking & planning with teams in the organization & using what is learned to inform change

Where are we now?



Completing the organizational arrow...

Where is Your Organization Now?



Your Homework

- Person-centered work is an ongoing process
- We encourage you to explore this self-assessment within your organization as you reflect upon the three arrows exercise.
- This will help you move from having a “hunch” about how your organization is doing to having measures that can assist you in making changes where they are needed.

[Person-Centered Practices Self-Assessment](#)



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



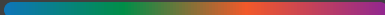
Developing Outcomes for the Three Groups

- Outcomes for **people you support/serve**
- Outcomes for **your employees**
- Outcomes for **your organization or agency**



Everyday Learning

What's work/Not working



Working/Not Working

Everyday Learning Skills

Negotiation Skill

- Ensure everyone feels listened to — accurately reflect perspectives.
- Start with common ground.
- Remain unconditionally constructive.
- Done in partnership.

Bridge to Action Planning

- What needs to be maintained/enhanced?
- What needs to change?



Write Your Focus Topic Here...

Timeframe — As things are RIGHT NOW

What's Working/ Making Sense		What's Not Working/ Making Sense	
Person's perspective	USE THIS INFORMATION TO BUILD THE A G E N D A		USE THIS INFORMATION TO BUILD THE A G E N D A
Staff's perspective	FOR THINGS THAT ARE TO STAY THE SAME	Disagreements	FOR THINGS THAT NEED TO CHANGE



When you return home today, one of these cute adorable puppies is waiting for you.

As your thoughts race, what makes sense/doesn't make sense to you RIGHT NOW about keeping that puppy?

	What Works? What Makes Sense? The Upside?	What Doesn't Work? Does Not Make Sense? The Downside?
Your Perspective		



Pick a Focus & Include Those Directly Involved

	What's Working/Making Sense	What's Not Working/Making Sense
1 perspective		
2 perspective		
3 perspective		



Looking at how you are doing in your work...

	What's Working/Making Sense	What's Not Working/Making Sense
Person Supported perspective		
Employee perspective		
Manager perspective		



Who's right?

A New Electronic Intake System

	What makes sense, is working, the upside, right now	What doesn't make sense, is not working, the downside, right now
Intake Staff	• The team is flexible • The team is experienced • The team wants intake to be a painless and quick experience for people who use the services.	• Administration is urging the team to go faster • Paperwork required for processing new people through intake has been replaced by an e-version and staff has a steep learning curve. • There has been no training on using the new system • People we serve are getting upset about the wait.
Administration	• The agency has modernized the intake process • The agency prides itself on great customer service and seamless intake.	• Intakes are taking 1-2 days longer than in the past. • Intake staff is complaining about not getting training • Intake staff did not have input into the new system • People served by the agency are giving negative reviews.
IT Department	• The team is experienced and skilled • The team wants the intake system to make intake faster and more accurate	• Intake has actually gotten slower because the intake workers don't know how to use the system • The administration is complaining • Intake staff wants training (but there isn't time) • Feedback from the people served has been negative.

Management Skills

Donut

Matching



Core Responsibilities

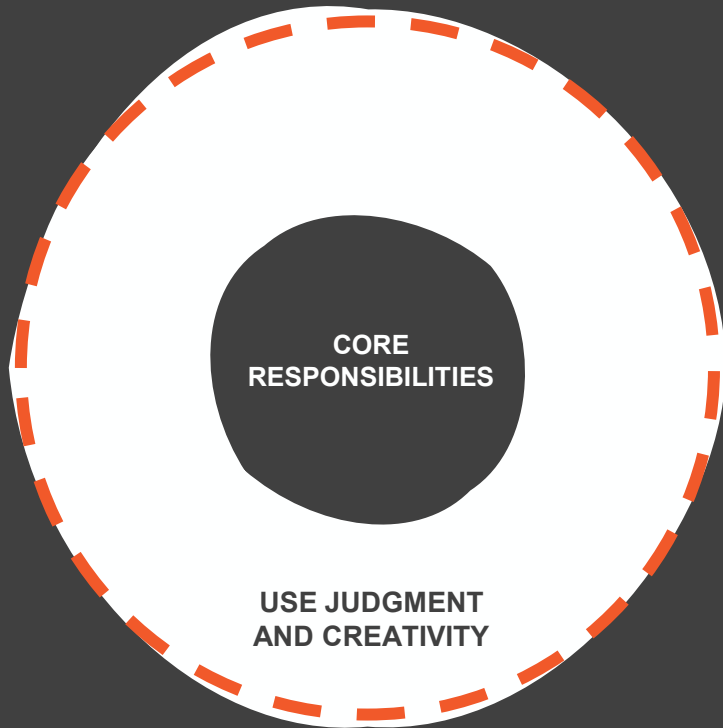
- If you get this support wrong, you'll regret it.
- If NOT done or not done correctly, there should be a conversation about that.
- You must make an effort to do it as directed.

Judgment and Creativity

- There is a big opportunity/expectation for learning.
- The expectation is that people use their best judgment and their best creativity in the moment.
- Some things you try will work and some won't. The focus is to keep learning.

Not Our Typical Responsibility

- Outside the usual boundaries of the role
- Not "ours" to do
- Can be things that we need to "stay out of"
- MAY be affected by relationship and trust levels



NOT OUR TYPICAL RESPONSIBILITY

Let's Check-in

- What are some core responsibilities expected of your team?
- How might they use their judgement and creativity?
- What would not be considered a “typical” responsibility?



Matching

Management Skills



Matching

Supports Needed	Skills Required
• The supports that are wanted/needed by the person • What others need to do to help accomplish what's wanted/needed	To carry out the supports identified: • The skills the person must already have AND/OR • The skills that the person would be able to learn quickly

← These two columns are related →

Personality Characteristics
• The characteristics of people who are preferred, have good relationships with, bring out the best in the person, make a person's day good • The characteristics of people who are difficult to be with, bring out the worst, show up in the person's bad days
Shared Interests/Nice to Have
• Things the person interested in talking about/being part of • Things to do, places to go, things to have/that would be nice to have in common

Matching Staff for Ann

Supports Needed	Skills Required
Assistance shopping (grocery, supplies, clothing personal, etc.)	Some knowledge of cost comparison, wholesale shopping, budgeting, and savvy shopping
Assistance with paying bills and budgeting	Timeliness and organization
Assistance with housekeeping chores: • Laundry • Cleaning and organizing personal space	• Basic knowledge of laundry methods and use of high-efficiency equipment • Organizational skills, basic housekeeping skills
Assistance with management of pop-up flower card business	• Organizational and record-keeping skills • Attention to detail • Social media advertising skills • Good interpersonal skills (for working with business customers) • Knowledge of trends • Taking photos (for advertising on Instagram)

Personality Characteristics

- Organized, but not rigid
- Flexibility, spontaneity
- Good judgment
- An eye for design
- Pitch-in attitude

Shared Interests/Nice to Have

- Floral design
- Poetry
- Walking
- Drawing



Building a Strong Team

You are approached by your organization with the following proposal:

“We are starting a project to better implement and use the Person-Centered Thinking Skills. We want YOU to be the lead and build a strong team to execute your vision.

- **What are the supports you need from the people you assemble for this dream team?**



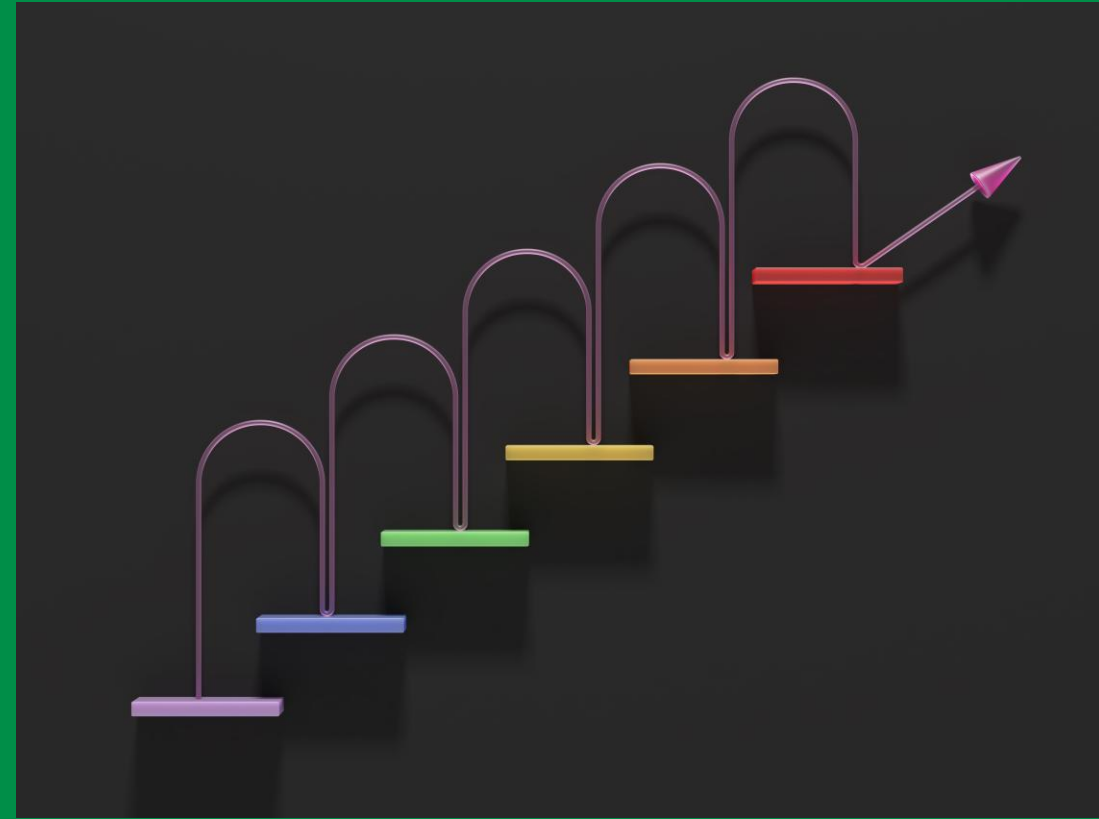
Matching Team Members for Monica

Supports Needed	Skills Required
• To understand the big picture • Detailed expectations • Time management • Technology • Diverse perspectives	• Analyzer • Project management • Competent in technology software and platforms • Different background/knowledge based on project

Personality Characteristics	
Want • Easygoing • Creative thinker • Funny (dry sense of humor) • Enjoys partnership and collaboration	Don't Want • Negative • Inflexible • "Looking out for one's own success" • "Can't-be-bothered" attitude
Shared Interests/Nice to Have	
• Self-development • Innovative "Try new things" • Passionately curious • Outside of work "Explorer" and "Foodie"	

Making the Connection

Becoming more person-centered begins with us. What is one specific and realistic next step that you can take to use a person-centered skill?



Resources

The Learning Community for Person Centered Practices

[The Learning Community for Person Centered Practices | TLCPCP.com](https://www.tlcpcp.com)

9 Elements of a Person-Centered System

<https://ncapps.acl.gov/docs/Resources/2024%20Nine%20Elements%20of%20a%20Person-Centered%20System%20Overview-A.pdf>

Five Competency Domains for Staff Who Facilitate Person-Centered Planning

https://ncapps.acl.gov/docs/NCAPPS_StaffCompetencyDomains_201028_final.pdf

Support Development Associates

[Homepage - Support Development Associates](#)

The Top Four Qualities of a Person-Centered Leader

<https://www.goodwillnwc.org/the-top-four-qualities-of-a-person-centered-leader/>

7 Ways Person-Centered Care Can Improve Employee Well-Being

<https://www.psychologytoday.com/us/blog/pioneering-perspectives-on-workplace-mental-health/202405/7-ways-person-centered-care-can>

Home and Community-Based Services Final Rule

[Home & Community Based Services Final Regulation | Medicaid](#)

Thank You!



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