

COMMUNITY NOW! - PERSON CENTERED PLANNING: STATUS REPORT

December 31, 2017

Idaho's Person Centered Planning Model Requirements

Community NOW! presents the following requirements for Idaho's proposed Person Centered Planning (PCP) model:

1. The individual leads the process. "Leading" will look different for different people.
2. The Person Centered Planning process allows time for face to face preparation between the individual and the Planning Facilitator.
3. Qualified Planning Facilitators support the individual and facilitate the PCP Process.
4. The planning process will focus on the individual and the individuals' dreams.
5. The Person Centered Planning process will be adapted to the culture and language of the individual participants.
6. The Person Centered Plan will reflect the individual's vision for their life.
7. All materials, tools and documentation will be produced in plain language and accessible formats.
8. Person Centered Thinking Training is provided to stakeholders as part of the person centered model and process.
9. Quality will be measured based on the extent to which the Person Centered Plan is implemented and the individual achieves their dreams.

Introduction

In June 2017, Community NOW!¹ delivered its [Service and Support Recommendations to the Idaho Department of Health and Welfare \(DHW\)](#), Division of Medicaid (Medicaid). In August 2017, adults with intellectual and developmental disabilities (I/DD) and family members presented seventeen recommendations for how things can be improved to DHW leadership. The Community NOW! recommendations help adults with I/DD to achieve the quality of life as the adult defines it.

Community NOW! proposes that a person's quality of life can be measured by how much that person experiences the following:

- Being respected
- Having choices
- Being employed
- Having flexibility
- Having control
- Having community or being part of the community
- Being happy/having fun
- Being connected, loved and valued

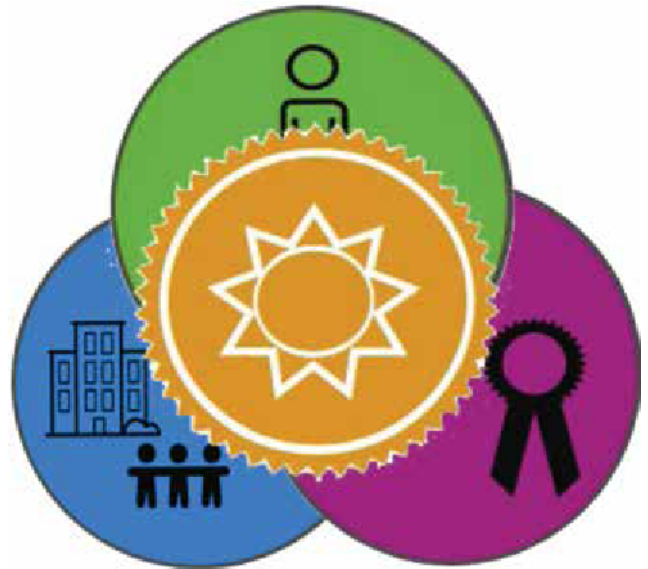
Many things can impact the ability of adults with I/DD to experience a life with these characteristics. Community NOW! identified three related aspects of a service model that can have a significant positive impact on a person's life if delivered well. The three aspects include:

1. A culture and service delivery system that is Person Centered (represented in green in the illustration on the next page),

¹ Community NOW! is a workgroup of adults with I/DD, family members, providers, DHW representatives, and other stakeholders brought together by the Idaho Council of Developmental Disabilities and DHW's Division of Medicaid. Organized so adults with I/DD and family members have the main voice, Community NOW! developed and in June 2017 released its seventeen recommendations for how things can be improved.

2. Meaningful services, supports and access to the community based on the persons needs and desires (blue), and
3. A quality assurance system measured by how well the person's needs and desires are met (purple).

The more closely these three aspects are aligned to the person's dreams, desires, and needs, the greater the quality of life the person is likely to experience (gold).



Person Centered Planning – Community NOW!’s First Recommendation

Community NOW!’s first recommendation is to lay the foundation for a system that best meets the person’s dreams, desires and needs. Community NOW! recommends the State of Idaho:

Establish a quality **Person-Centered Planning (PCP)** process based on best practice. PCP is the foundation for creating a meaningful support system and measuring outcomes. It is a specific process that looks at an adult’s whole life before any service planning takes place. In order to do PCP correctly, the entire planning processes, schedule, and mindset must be changed.

In August 2017, the Idaho Council on Developmental Disabilities (Council) and Medicaid engaged Community NOW! to develop this recommendation. The group’s task is to identify the requirements for Idaho’s Person Centered Planning (PCP) model and then to start creating a plan to make the model a reality.

Other Community NOW! recommendations are in various phases of development. Some are included in ongoing work within Medicaid; some will be addressed after the PCP model is identified; and some involve the leadership of other stakeholders to make happen. Community NOW! will continue to be a forum for adults with I/DD and family members, as well as other stakeholders, to be involved in the development of the various recommendations.

This report documents the status of work on December 31, 2017.

Structure and Process to Develop PCP

Community NOW! is organized so adults with I/DD and family members have the primary voice. To develop the PCP recommendations, the following three groups have specific roles and responsibilities.

PCP Advisory Committee

The PCP Advisory Committee is a group of eight people who are either adults with I/DD or family members.

Advisory Committee tasks include the following:

- Agree on final requirements that will drive all work²
- Review material presented by the PCP Implementation Workgroup
- Provide suggestions and answer questions to improve the work and move it forward
- Review and help write information and materials about person-centered planning to give to the public



PCP Implementation Workgroup

The PCP Implementation Workgroup (IWG) does the detailed work. The group develops draft materials based on input from the Advisory Committee, Community NOW! Full Stakeholder Group, and other outreach activities that have occurred in the past and are currently underway.

² The original task was to identify “Quality Indicators” – to identify those things adults considered “quality”. After discussion with the full stakeholder group and the Implementation Work Group, and at the advice of the Advisory Committee, the term was changed to “requirements.” “requirements” more clearly reflects what the group is trying to identify.

Workgroup tasks include the following:

- Develop the requirements for Idaho’s Person Centered Planning process
- Review general information about PCP, including past activities, results, and data
- Review and select or develop the PCP model for Idaho
- Develop a plan to implement the PCP model
- Identify the skills, competencies and training that PCP professionals will need

The workgroup gets input and guidance from the Advisory Committee as it drafts materials. It reports to the full Community NOW! membership on its progress.

Members include:

- Adults with Intellectual and Developmental Disabilities
- Family Members
- Idaho Department of Health and Welfare
- Idaho Council on Developmental Disabilities
- Center on Disability and Human Development
- Disability Rights Idaho
- Service Coordinators (2)
- Support Brokers (2)
- American Civil Liberties Union
- Office of the Attorney General

Community Now! Full Stakeholder Group

Community NOW! is a workgroup including adults with I/DD, family members, providers, DHW representatives, and other stakeholders brought together by the Council and Medicaid. Community NOW is organized so adults with I/DD and family members have the primary voice.

Community NOW! meets periodically. Stakeholders provide input on draft products and hear reports about the status of the PCP project and all of the other recommendations.

Idaho's PCP Requirements

Development

Community NOW! did the following things to create the PCP Model requirements:

- Looked at the following information to find out what quality means to adults:
 - PCP Telephone survey with DHW Staff, July 2, 2007-2011
 - Idaho Person-Centered Planning Project (CMS Person-Centered Planning Implementation Grant), 2007
 - DHW Response to Request for Information regarding Medicaid rules and policies specific to person centered planning to Tracy Warren, November 29, 2007
 - Person Centered Planning Implementation Grant, 18-month report, October 1, 2007 – March 31, 2009 and Final Report, November 2011
 - Person Centered Planning Presentation, May 25, 2016, Collaborative Workgroup on Adult Developmental Disability Services
 - Collaborative Work Group for Adults with Developmental Disabilities – Person Centered Planning – a Recommendation from Idaho's Stakeholders, Individuals and Advocates, October 24, 2016
 - Service and Support Recommendations from Community NOW!, July 18, 2017
- Put all suggestions into one document and presented it to the full Community NOW! Stakeholder Group
- Collected input from the full Community NOW! Stakeholder Group

- Used those inputs to develop better drafts in three meetings of the PCP Implementation Work Group (3 meetings)
- Presented drafts to the Advisory Committee and used their suggestions and guidance to make a final document. (3 meetings)

Requirements

The following are the nine requirements for Idaho's PCP Model:

1. The individual leads the process. "Leading" will look different for different people.
2. The Person Centered Planning process allows time for face to face preparation between the individual and the Planning Facilitator.
3. Qualified Planning Facilitators support the individual and facilitate the PCP Process.
4. The planning process will focus on the individual and the individuals' dreams.
5. The Person Centered Planning process will be adapted to the culture and language of the individual participants.
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Proposed PCP Model

Community NOW!'s PCP Advisory Committee and IWG are now identifying what needs to be in place in Idaho to meet the nine requirements. They will present that proposal to the full Community NOW! Stakeholder group in a meeting scheduled for March 1, 2018.

2018 Body of Work

In January – June 2018, Community NOW plans to

- Create a description of the proposed PCP model for Idaho, and
- Draft an implementation plan to guide the State and stakeholders as they move forward with its development.

This work will require changes to the Medicaid Waiver and state statute and rule. Changing statute and rule is a challenging process; it will take all stakeholders working together during legislative sessions to help make Person Centered Planning happen.

You can find more information about Community NOW! and the Person Centered Planning effort on a website hosted by Medicaid called [My Choice Matters](#). The Website also offers the opportunity to share concerns and provide ideas with Medicaid.