

How Person-Centered Are We?



Understanding the Person-Centered Practices Self-Assessment

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Your state is trying to make services work better for people. They want people who use support services to be listened to. They want people to have a say in what works best for them. In the service world, this is called being “person-centered.” “Person-centered” means people feel listened to and respected. It also means they feel in control of their own life.

To track how they are doing, states, tribes, and territories can use [a new self-assessment](#). It asks questions about things that are important for a system to be person-centered. This guide is meant to help you understand the self-assessment they are using.

What is the Person-Centered Practices Self-Assessment?

The *Person-Centered Practices Self-Assessment* is for people who manage programs that offer support services for people (such as people with disabilities and older adults). The people in charge of these programs can use the *Self-Assessment* to see how they’re doing at being more person-centered. A team of people who do a lot of work on person-centered planning and practice came up with it.



What does it cover?

The *Self-Assessment* covers eight areas:



Leadership. How well do people in charge know about and support person-centered practices?



Person-Centered Culture. Do people who provide services learn about you and how you like to be treated? Do you feel respected and understood? How do they help if you want to do things that might hurt yourself or others (this is usually called “risk”)?



Eligibility and Service Access. How do people work with you and your family to help you get enrolled in services?



Person-Centered Service Planning. How are service plans made and how do people check in to make sure services are working?



Financing. Do the people in charge make sure everyone honors your service plan and shows you respect? How well are the services helping you reach your goals?



Workforce Capacity and Capability. How much do staff know about and have the skills to help make person-centered plans and deliver person-centered supports?



Collaboration and Partnership. How well does everyone work together? This includes the service agency, you, your family, service providers, and advocacy organizations.



Quality and Innovation. What is the service agency doing to make sure services are as good as they can be? What is the agency doing so that people can try new things sometimes?

People who manage programs that offer support services take the *Self-Assessment*. Other people at their agency may help them.

How do they rate themselves?

Each of the eight areas contains five statements, and each statement has a certain score. The people who manage programs check the statement that fits their system the best right now. A score of 1 means they may need to do more work, and 5 means they are doing really well.



For example, the Leadership statements are something like:

- 1** Our leaders know that person-centered planning is important.
- 2** Our leaders recognize the role of the person-centered planning in setting values for the system.
- 3** Our leaders value the impact that person-centered planning has in people's lives.
- 4** Our leaders value person-centered planning and have been trained in person-centered planning.
- 5** Our leaders promote person-centered practices across the agency and talk about the importance of person-centered practices.



How will they use the Self-Assessment?

The *Self-Assessment* helps states think about how they are doing for themselves. It is one tool they can use to help rate their system—along with information from service users, their family members, and providers. The *Self-Assessment* should be done on a regular basis: every 6 months or so. The agencies can use the scores to see which areas need work and to make plans for that. They can see and celebrate the areas that are working well!



How can I participate?

As your agency goes through the *Self-Assessment*, it is important they hear from people who use services about how they're doing. Your ideas and feedback should be used to help the agency develop their action plan. They might get ideas from you through surveys, community discussions, interviews, or by meeting with local advocates. If you aren't sure how you can share your ideas with your agency, let them know!



About NCAPPS

The National Center on Advancing Person-Centered Practices and Systems (NCAPPS) is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services to help States, Tribes, and Territories to implement person-centered practices. It is administered by the Human Services Research Institute (HSRI) and overseen by a group of national experts with lived experience (people with personal, first-hand experience of using long-term services and supports).

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