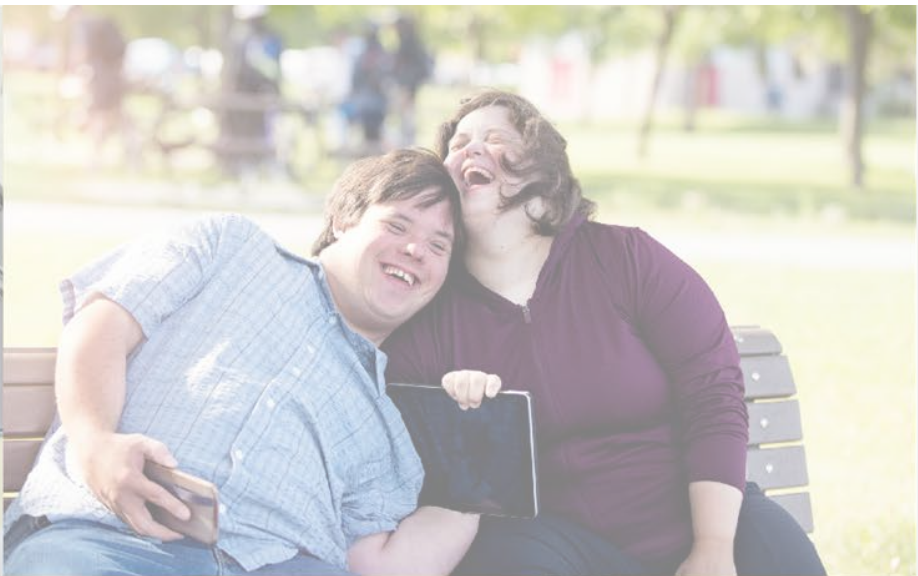




NCAPPS

## National Center on Advancing Person-Centered Practices and Systems: Summary of Year Two Technical Assistance Activities

Prepared by the Human Services Research Institute  
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# Introduction

The National Center on Advancing Person-Centered Practices and Systems (NCAPPS) provides technical assistance to State agencies, Tribes, and Territories to advance person-centered thinking, planning, and practice to support people with disabilities and older adults with long-term service and support needs. NCAPPS launched in the spring of 2019 with capacity for 15 States to receive 100 hours of technical assistance per year for three years. The 15 States were selected from among 33 applications submitted in the spring of 2019, and each developed a technical assistance plan that outlined the goals and objectives they hoped to achieve with support from NCAPPS and national subject matter experts. A [summary of Year One Technical Assistance Activities](#) describes the content of those plans. While the plans reflect each State's unique circumstances, there were also common areas of interest and targeted activity across the States.

In Year Two (the federal fiscal year that runs from October 2019 to September 2020), all 15 States continued receiving NCAPPS assistance. In this brief, we describe common themes among their goals for Year Two; provide a brief summary of their Year Two activities to enhance person-centered thinking, planning, and practices; and provide examples of products expected to result from the technical assistance.

## NCAPPS Technical Assistance States

Alabama, Colorado, Connecticut, Georgia, Hawaii, Idaho, Kentucky, Montana, North Dakota, Ohio, Oregon, Pennsylvania, Texas, Utah, Virginia

## Common Themes in Goals for Year Two of Technical Assistance

The following themes are common in the 15 technical assistance plans for the second year of NCAPPS assistance.

### Stakeholder Engagement and Communication

The most common technical assistance goal centers around stakeholder engagement, including developing more robust means of communicating with stakeholders. States are working to develop participant education, utilizing stakeholder engagement plans, communicating with stakeholders about systems change initiatives, and implementing feedback from stakeholders to improve person-centered thinking, planning, and practices. North Dakota, for example, is creating a Participant Engagement Guide and Asset Map to engage diverse service user and family communities to strengthen their participation in system change efforts. Similarly,

Utah is developing engagement strategies, planning community education events, and producing and disseminating informational materials for service users and their families.

## Measurement and Quality Improvement

Technical assistance recipients continue to express a need to develop and implement measures for person-centered thinking, planning, and practice. They have outlined goals for measurement and quality improvement activities that incorporate person-centered principles. Georgia, for example, aims to establish objective metrics by which to evaluate person-centered practice across systems. The States that are working on measurement and quality improvement seek to enhance their capacity to measure person-centered thinking, planning, and practices, as well as participant experiences, to better incentivize high-quality services.

## Staff Competencies

Another common theme among the technical assistance plans is related to staff competencies. For example, Connecticut and Hawaii are working to establish a set of core competencies for staff on person-centered thinking, planning, and practices. These competencies will be based on national best practice for competencies, such as those outlined in the forthcoming National Quality Forum report on Person-Centered Planning and Practices; yet, they will also be tailored to the State's local context.

## Integrating and Coordinating Person-Centered Initiatives

A number of States aim to integrate and coordinate person-centered initiatives. Alabama, for example, is working to develop training materials for the Support Coordinators and service providers throughout the Department of Mental Health, Division of Developmental Disabilities. Another example is North Dakota, which hopes to engage in a systemwide assessment of policies, administrative rules, procedures, and processes across all divisions of its human services department.

## Definitions and Principles

Four of the fifteen States (Georgia, Idaho, Montana, and Oregon) are working on defining person-centered planning and practices. Some of these States are in the process of developing the definition, while others are moving on to sharing the definitions developed in the first year across their human service systems.

## Cross-System Consistency in Planning and Practices

Technical assistance recipients are encouraged to leverage existing cross-system and cross-agency relationships and collaborations and pursue an integrated approach to technical assistance. For example, one of the goals that Virginia outlined is to align its No Wrong Door system with person-centered principles. Pennsylvania is working to create a Person-Centered Counseling and Competency Program consistent with No Wrong Door guidance.

## Cultural and Linguistic Responsiveness

Three states (Montana, North Dakota, and Oregon) identified goals related to improving cultural and linguistic responsiveness in person-centered practices. They recognize the importance of understanding the different cultural and linguistic backgrounds their stakeholders have and how that may influence their views on person-centered practices. For example, North Dakota is working with New American populations and tribal nations to better understand their perspectives on person-centeredness.

# State Activities

## Alabama

**Lead agency:** Alabama Department of Mental Health (DMH)

**Population:** Intellectual and developmental disabilities – adults and transition aged youth

The Alabama team's overarching goal is to transform its intellectual and developmental disabilities system and programs to reflect person-centeredness. Alabama is working to achieve this goal by updating its administrative code, developing and providing training for Support Coordinators, identifying person-centered planning tools, developing an assessment for person-centered plans, and developing metrics for continuous quality improvement in person-centered practices.

## Colorado

**Lead agency:** Colorado Department of Health Care Policy and Financing

**Population:** Older adults, intellectual and developmental disabilities, and brain injury

In Year One of NCAPPS technical assistance, the Colorado team worked on redesigning the Transitional Living Program for individuals with brain injury and making sure the program is person-centered. Colorado also worked on improving person-centered practices by improving training and tools and assessing the quality of supports and services for diverse groups of people. These efforts continued in Year Two. In addition, Colorado is working to expand opportunities for choice and control for those receiving traditional Home and Community-Based Services.

## Connecticut

**Lead agency:** Connecticut Department of Aging and Disability Services

**Population:** All populations

The Connecticut team is in the process of reviewing curriculum and core competencies to be used across the LTSS and health systems. Connecticut is also working to improve participant engagement in the person-centered planning process through outreach and education, as well as developing associated quality measurements and evaluation tools.

## Georgia

**Lead agency:** Georgia Department of Human Services/Division of Aging Services

**Population:** All populations

In support of a true No Wrong Door system, the Georgia team is working to weave person-centered practices across its networks. To do so, they are establishing an operational definition of person-centered practice to be utilized across systems, and objective metrics by which to evaluate person-centered practices across systems.

## Hawaii

**Lead agency:** Hawaii Department of Human Services Med-QUEST Division

**Population:** All Medicaid LTSS populations

The Hawaii team is establishing a core set of person-centered practice competencies for staff at multiple levels. These will be used across populations and agencies. Hawaii is also working to incentivize person-centered practices in managed care.

## Idaho

**Lead agency:** Idaho Department of Health and Welfare/Division of Medicaid

**Population:** All Medicaid populations

In the first year of technical assistance, the Idaho team worked on developing a shared definition for person-centered planning. The team continued to engage in this work in the second year. Specifically, different bureaus and programs within the Department of Health and Welfare have been identifying ways to improve and expand the implementation of person-centered practices.

## Kentucky

**Lead agency:** Kentucky Department for Aging and Independent Living

**Population:** Older adults, physical disability, brain injury, and No Wrong Door population

The Kentucky Department for Aging & Independent Living has embarked on a journey to upend the current system and transform to an integrated service delivery system. In its second year of receiving NCAPPS technical assistance, the Kentucky team continued its strategic visioning process and began implementing specific Charting the LifeCourse principles.



## Montana

**Lead agency:** Montana Department of Public Health and Human Services Senior and Long-Term Care Division

**Population:** All populations served by Medicaid waivers

The Montana team is working to establish a shared definition of person-centered practices and planning. Furthermore, the team plans to engage in self-assessment on person-centeredness, and to develop a stakeholder engagement plan to involve service users, families, providers, and tribal nations regarding person-centered thinking and planning.

## North Dakota

**Lead agency:** North Dakota Department of Human Services

**Population:** All populations served by DHS

Technical assistance provided in North Dakota is building on the work of an existing cross-division work group charged with establishing a systemwide culture change for person-centered practices. The team is working on developing a strong and consistent statewide vision and universal understanding of person-centeredness across all Department of Human Services and partner agencies. They are strengthening their participant engagement to inform system change efforts, and they are engaging in a self-assessment process on person-centered practices across all Department of Human Services divisions.

## Ohio

**Lead agency:** Ohio Department of Medicaid

**Population:** Older adults, physical disabilities, brain injury, and mental health

The Ohio team is working to enhance stakeholder involvement to guide person-centered practices. The team created a stakeholder asset map and engagement plan in Year One of NCAPPS technical assistance. In Year Two, they further developed and began utilizing the engagement plan. The team is also creating a toolkit for case managers providing guidance on self-directed service options. In Year Three, the team hopes to work with other NCAPPS States to develop materials that convey the benefits of person-centered planning for use with target audiences.

## Oregon

**Lead agency:** Oregon Department of Human Services/Aging and People with Disabilities

**Population:** Older adults and physical disabilities

Oregon technical assistance is being leveraged to move from an overarching belief in person-centered planning to policies and processes that support it in action. The Oregon team has developed a draft unified vision and definition for person-centered planning that has been shared with standing stakeholder groups as part of the State's engagement strategy. Oregon is also seeking to establish person-centered practices that are culturally responsive, particularly to the needs of tribal members.

## Pennsylvania

**Lead agency:** Pennsylvania Department of Aging/Aging and Disability Resource Office

**Population:** ADRC users (all populations) and MLTSS populations

The Pennsylvania team is focused on enhancing Person-Centered Counseling practices by revising existing forms and exploring training opportunities. They are also working to build the infrastructure to support their vision for the No Wrong Door network. They hope to improve the quality monitoring process for person-centered planning by developing a survey to measure consumer satisfaction and improve stakeholder engagement.

## Texas

**Lead agency:** Medicaid and CHIP/Policy and Program Development/Texas Health and Human Services Commission (HHSC)

**Population:** All populations served by HHSC

In the first year, HHSC formed a steering committee, composed of agency leadership and key stakeholders including service users and families, to define and prioritize goals and action steps for achieving a person-centered system. Thus far, the Committee worked to develop local and national scans of person-centered planning tools, policies, and procedures. In Year Two, Texas is establishing and ratifying a strategic plan to ensure person-centered thinking, planning, and practices throughout the HHSC system. Texas is also in the process of developing and executing a strategy to ensure HHSC leadership's understanding, buy-in, and commitment to person-centered thinking, planning, and practices. Additionally, Texas is working to create a person-centered and trauma-informed planning framework and accompanying tools,



guidance, rules, policies, and procedures, including adaptations for use with all HHSC populations.

## Utah

**Lead agency:** Utah Division of Services for People with Disabilities

**Population:** Physical disabilities, brain injury, intellectual and developmental disabilities

In an effort to increase stakeholders' awareness of person-centered practices, the Utah DSPD worked on developing a stakeholder engagement asset map and engagement with service user, family, and provider groups in Year One. In Year Two, the team continued working on increasing stakeholder engagement, awareness of, and engagement in person-centered practice. They are also ensuring that person-centered thinking and planning are translated into practices through revised Person-Centered Support Planning standards and procedures.

## Virginia

**Lead agency:** Virginia Department for Aging and Rehabilitative Services

**Population:** No Wrong Door population

The Virginia team is aligning the No Wrong Door system with person-centered thinking and practices, including the Direct Connect Tool, Options Counseling training, and the Communication, Referral, Information and Assistance (CRIA) assessment. In the first year, the Virginia team explored tools offered by other states. They also reviewed examples of other state NWD programs and considered how to embed person-centered principles into the Direct Connect tool. In Year 2, they continued working on improving the No Wrong Door system by aligning with person-centered principles and developing a plan and completing work to enhance stakeholder engagement.

# Technical Assistance Products

A range of resources resulted from technical assistance in Year One, with more developed or anticipated for Years Two and Three. Many of these products may be of interest to a broad audience focused on advancing person-centered thinking, planning, and practices. In many cases, these products will be made publicly available on the [NCAPPS website](#) (under “Resources”). Below we provide a list of selected products grouped by category.

## National Environmental Scans

In Year One, the NCAPPS team produced three environmental scans:

- [Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Definitions and Principles](#)
- [Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Foundational Resources and Approaches](#)
- [Person-Centered Thinking, Planning, and Practice: A National Environmental Scan of Indicators](#)

Because person-centered resources are ever-evolving, NCAPPS environmental scans are designed to function as “living documents,” with readers encouraged to bring new and unidentified resources to the attention of the NCAPPS team so they can be incorporated as appropriate.

NCAPPS States worked on three new environmental scans in Year Two:

- Best Practices for Supporting Self-Determination at the System Level
- Exemplars of Person-Centered Practices Staff Competencies
- Research Compilation on Best Practices for Person-Centered Practices and the No Wrong Door system in Virginia

## Visioning, Definitions, and Strategic Planning

Many technical assistance recipients are engaged in “visioning” exercises to craft definitions and principles of person-centered thinking, planning, and practice that reflect the uniqueness of their local communities. Others are engaged in strategic planning processes to better establish person-centered principles in their local systems. These are some of the products that are expected to result from the technical assistance activities:

- Compilation of definitions of person-centered thinking, planning, and practice
- Locally developed definitions and principles

- Strategic plans for person-centered steering committees

## Training, Assessment, and Evaluation

Additional products are being developed to aid States in growing and measuring staff competencies, in establishing rigorous training programs for staff at multiple levels, and in developing methods for determining whether efforts to enhance person-centered thinking, planning, and practice are effective. Forthcoming technical assistance products are:

- Person-Centered Practices Self-Assessment Tool
- Person-Centered Planning Facilitation Guide
- Self-Direction Case Manager Person-Centered Planning Toolkit
- Training materials for support coordinators and service providers

## Participant Engagement

All technical assistance recipients are engaged in rigorous efforts to ensure that people who use services and their families are engaged at multiple levels and in multiple ways so that the system is as responsive as possible to their vision, values, and priorities. Some recipients are also focused on improving communications with service users, families, providers, and other stakeholders to articulate the value of person-centered thinking, planning, and practice and to generate broad-based community support for systems change activities. Tools anticipated to emerge from this process include:

- A stakeholder engagement Asset Mapping Toolkit
- Participant Engagement Guide for human service systems
- Stakeholder engagement plans

## 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).

NCAPPS partners with a host of national associations to deliver knowledgeable and targeted technical assistance.

You can find us at <https://ncapps.acl.gov>



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