

Facilitation for Choice and Control: Person-Centered Planning's Best Kept Secret

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NCAPPS



Welcome to Today's Webinar



Alixe Bonardi

abonardi@hsri.org

NCAPPS Co-Director
at HSRI



Bevin Croft

bcroft@hsri.org

NCAPPS Co-Director
at HSRI

Thank you for joining us to learn about **Person-Centered Planning Facilitation.**

This webinar series is sponsored by the National Center on Advancing Person-Centered Practices and Systems. NCAPPS is funded by the Administration for Community Living and Centers for Medicare & Medicaid Services.

NCAPPS webinars are free and open to the public.

The goal of NCAPPS is to promote systems change that makes person-centered principles not just an aspiration but a reality in the lives of people across the lifespan.





Webinar Logistics

- Participants will be muted during this webinar. You can use the **chat** feature in Zoom to post questions and communicate with the hosts.
- Toward the end of the webinar, our speakers will have an opportunity to **respond to questions** that have been entered into **chat**.
- The webinar will be live captioned in English and Spanish. To access the Spanish captions, please use this link: <https://www.streamtext.net/player?event=HSRI-SPANISH>
- El seminario de web estará subtulado en vivo en Inglés y Español. Para tener acceso a los subtítulos en Español, utilice este enlace: <https://www.streamtext.net/player?event=HSRI-SPANISH>
- This live webinar includes polls and evaluation questions. Please be prepared to interact during polling times.



Feedback and Follow-Up

- The webinar **recording**, along with a pdf version of the **slides** and a **Plain Language summary**, will be available within two weeks at [NCAPPS.acl.gov](https://ncapps.acl.gov). We will also include questions and responses in the materials that are posted following the webinar.
- After the webinar, you can send follow-up questions and feedback about the webinar to NCAPPS@hsri.org.

(Please note that this email address is not monitored during the webinar.)

Who's Here?

“In what role(s) do you self-identify? Select all that apply.”

1. Person with a disability / Person who uses long-term services and supports
2. Family member/loved one of a person who uses long-term services and supports
3. Educator
4. Self-advocate / advocate
5. Peer-Specialist/Peer-Mentor
6. Social worker, counselor, or care manager
7. Researcher/analyst
8. Community or faith-based service provider organization employee
9. Government employee
(federal, state, tribal, or municipal)
10. Hospital/Hospital-affiliated clinic employee

Meet Today's Speakers



Jen Billington



Robin Cooper



Betsy Gadbois



Elizabeth Martin



Jim Moore



Jenny Weldon



What we will cover

- What is plan facilitation?
- Why do it?
- Who can do it? What skills do facilitators need?
- What do we need to think about?
- What are the experiences of individuals who have had a plan facilitator

What is Person-Centered Plan Facilitation ?

- It is a *process or variety of supportive activities*, used to guide the development of a person-centered plan. Plan facilitation is a **supplemental support (which can occur before, during, or after the annual plan)** to ensure that what occurs during the annual service planning process and implementation aligns with person-centered practices and fully represents the preferences and personal outcomes defined by the individual.
- Facilitation can include
 - coaching families, friends, and other individuals of the person's choosing prior to the planning process;
 - working with service coordinators;
 - supporting plan implementation;
 - developing a circle of support;
 - designing support strategies; and/or
 - counseling participants.
- **Person-Centered Plan Facilitation Service** – Person-Centered Plan Facilitation is intended to be a *direct* service in addition to **case management/service coordination**. Facilitation services could include any of the planning supports noted above.

See: Yoshi Kardell, Valerie Bradley, Alixe Bonardi, and Jane Lawrence, *Person-Centered Planning Facilitation: Summary of Research and Findings*, Prepared by the Human Services Research Institute for NCAPPS as part of NCAPPS technical assistance, June 2020, found at https://ncapps.acl.gov/docs/NCAPPS_IDAHO_PCPFacilitationSummary_200707.pdf

What is Person-Centered Plan Facilitation ?

- Plan facilitation is a , “broad exploration of an individual’s vision for a valued life that offers a platform for the individual and her/his trusted friends and family members to express this vision and commitments of support .”*
- Plan facilitation is an intensive, highly individualized support that assists the individual and family to prepare for the formal meetings where the team develops the “official” Person-Centered Plan (PCP).
- Plan facilitation assists individuals to articulate their specific preferences, goals and outcomes, making planning meetings more effective and person-centered

*Excerpt from Washington IFS HCBS waiver definition of Person-Centered Plan Facilitation found at: <https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/83526>

What is Person-Centered Plan Facilitation ?

- Plan facilitation helps the individual and family to understand their choices and become knowledgeable about the possibilities (paid/unpaid supports, services and activities) in their communities
- Facilitators can be available at times other than during the planning process, to help the individual and family assess and articulate how the PCP implementation is going
- Plan facilitation ***complements but does not replace*** the scope of responsibility and the work of case managers
- A helpful analogy: Case management and support brokering for self-directed services
 - Case management is well, case management!
 - Support brokering can be a separate, direct service. The support brokers works one-to-one on developing skills such as recruiting, hiring and managing employees, documentation, managing a budget, etc.

Case management and direct services

- “The scope of case management services may not include activities/services that constitute the provision of direct services to the participant that normally are covered as distinct services. Such activities or services include transportation, personal care, chore *or other services that, if the state chooses to offer them, should have their own distinct service definition, provider qualification, and rate structure.*” *
- This directive does allow states to develop plan facilitation as a stand-alone, direct service, distinct from case management, but the definition and scope of service must not duplicate case management.

*Application for a §1915(c) Home and Community-Based Waiver, Version 3.6, Instructions, Technical Guide and Review Criteria, CMS, January 2019, p. 142

How is facilitation different from case management?

Case management

- Evaluation and/or re-evaluation of level of care;
- Assessment and/or reassessment of the need for waiver services;
- Development, oversight and/or review of the service plan;
- Coordination of multiple services and/or among multiple providers;
- Linking waiver participants to other federal, state, and local programs;
- Monitoring the implementation of the service plan and participant health and welfare, *including monitoring the outcomes and quality of plan facilitation services*;
- Addressing problems in service provision;
- Responding to participant crises;
- Typically has required, specified contact and timeliness requirements for PCP, reviews, etc.

Plan facilitation

- Facilitation is a one-to-one direct service
- Facilitation provides for individual coaching and/or skills training in self-advocacy, rights, and PCP processes
- Works with the individual and family to develop and inform the circle of support
- The frequency, content and scope of facilitation is individually determined
- Facilitation includes multiple meetings with a wide array of individuals
- Facilitation may be done by individuals with different qualifications than case managers
- Because the duties and scope of responsibility is different from case management, facilitation is compensated at a different rate.
- Facilitation does not duplicate, replace or substitute for the essential activities of case management such as eligibility, assessment, development of the PCP, PCP monitoring and oversight

Why do it?

The quality and outcomes in an individual's life rest on the integrity of the PCP. The PCP is a guiding document that establishes the path, the life framework for the individual to realize their vision.

Plan facilitation helps:

- PCP participants come prepared to make the most of the time allotted for the PCP
- The individual (family and circle of support too) come into the formal meeting with knowledge and clarity about the outcomes—and daily life—they want
- To undergird and inform the PCP process
- Keep the PCP focused on the individual as facilitation *prior* to the formal PCP can assist in resolving differing visions, for example, between a parent and adult child
- Provide coaching, training and support to the individual to assure their voice is clearly heard

Why do it?

- Allows for more of the “formal” PCP time to be devoted to actual planning, selection of supports and mapping out how the individual’s life vision can be realized
- Develops individual and family skills in participating/directing PCP meetings through training and coaching
- Makes PCP meetings more effective by working intensively with the individual, family and circle of support, identifying individual preferences and outcomes *before* the formal plan development
- Can help with development, coordination and training the individual’s circle of support as to how they can best assist the individual in the PCP meetings and in daily life

Who does it?

- Ideally, the facilitator:
 - Is trained and skilled in person-centered planning practices and methods
 - Has training and experience in developing and building collaborative relationships with a variety of people and organizations
 - Is knowledgeable about self-advocacy skills development
 - Has coaching skills/training
 - Has experience working with individuals and families and has knowledge about supporting families
 - Has experience and training in planning and facilitating meetings*

*For more ideas on skills for facilitators see: Yoshi Kardell, Valerie Bradley, Alixe Bonardi, and Jane Lawrence, *Person-Centered Planning Facilitation: Summary of Research and Findings*, Prepared by the Human Services Research Institute for NCAPPS as part of NCAPPS technical assistance, June 2020, found at https://ncapps.acl.gov/docs/NCAPPS_IDAHO_PCPFacilitationSummary_200707.pdf, p. 12-14

Who does it?

- Can case managers be plan facilitators?
 - Yes...
 - But case managers then need to have caseloads that allow for the type of individualized and intensive focus of plan facilitation we are describing which includes individual training and coaching
 - Plan facilitation is a “time-intensive” investment and may not be feasible given the scope of case manager responsibilities

Who does it?

- Minnesota developed a protocol for individuals and families to use for selecting a plan facilitator
- The protocol focuses on facilitator knowledge, skills, attitudes and values, experiences, and resources for continued skill development and consultation*
- Washington established competencies that facilitators complete PCP Facilitator Training, have a high school diploma or GED and at least three years of experience working with individuals with disabilities**

*Minnesota: https://mn.gov/dhs/assets/03102017-PCP-facilitator-questions_tcm1053-283509.pdf

** Washington: Person-centered plan facilitation: <https://www.dshs.wa.gov/dda/counties-and-providers/draft-contracts-page>



Who does it?

- Peer mentors? People with disabilities? (Absolutely!)
- Will family members be paid to be facilitators?
 - If so, are the qualifications the same as for non-family members?
 - Can/should a guardian act as a facilitator?
 - How do we assure that we honor emancipated adults who may or may not want a family member as their facilitator?

What do we need to think about?

- Is plan facilitation a “stand-alone” service, or part of another service definition such as peer support, self-advocacy, individual skill training or family training?*
- Does facilitation have to be made available to everyone who wants it, or are there screening criteria?***
 - What would be the criteria?
 - Is this even necessary?
- How do we assure that the facilitator has no conflicts of interest?
 - Similar to case management, plan facilitation should be separate from direct services, and,
 - At a minimum, individuals or agencies cannot provide plan facilitation and direct services to the same individual

*In Minnesota, plan facilitation is one component of a broadly defined service titled Family Training and Counseling

** If using the Home and Community-based Services waiver as the funding stream, “.... Any service that is offered in a waiver must be available to every waiver participant who requires the service as provided in the specifications for each service...” Application for a §1915(c) Home and Community-Based Waiver, Version 3.6, Instructions, Technical Guide and Review Criteria, CMS, January 2019, p. 53

What do we need to think about?

- How do we pay for facilitation?
 - Can be a home and community-based waiver service
 - Can be included in 1915(i) State plan HCBS
- How do we establish a payment rate?
 - Minnesota uses a “market rate” as there is a wide variety of different types of providers allowable depending on the specific training*
 - Washington pays \$17 per 1/4 hour unit of service**
- Are there time limits or other caps on the amount of facilitation?

* Application for 1915(c) HCBS Waiver: MN.0061.R07.07 - Jan 01, 2020 (as of Jan 01, 2020) Page 351 of 385

**<https://www.dshs.wa.gov/sites/default/files/DDA/dda/documents/Statement%20of%20Work-%201805.pdf>

And , what about quality?

- How do individuals, families and the state determine the quality and outcomes of this service?
- How do we know plan facilitation is worthwhile and working as intended?
- Quality assurance mechanisms could include measures such as:
 - Whether providers meet PCP facilitator qualifications and training
 - Results of individual, family and case manager monitoring and oversight of PCP facilitators
 - Indicators of satisfaction with the planning process
 - Indicators of satisfaction with the plan



Bottom Line

As we strive to continuously improve everyone's skills and understanding of person-centered practices, plan facilitation is an opportunity to make sure the PCP clearly focuses on the individual



PERSON CENTERED PLANNING WORKS FOR ME

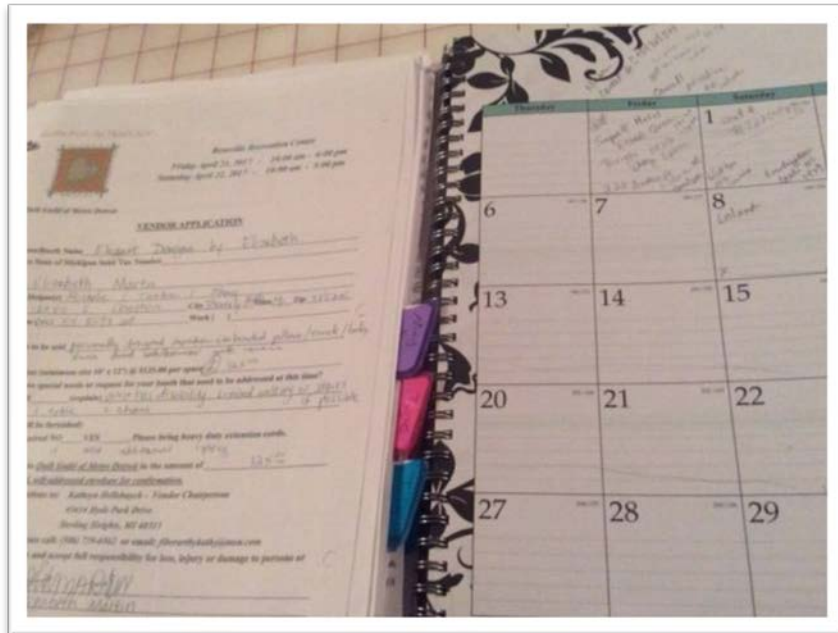
ELIZABETH MARTIN

WORKING TOWARD MY DREAMS THROUGH PERSON CENTERED PLANNING

- Through person centered planning, I said my dreams are:
 - Build my business, *Elegant Designs by Elizabeth*
 - Sell more of my products
 - Speak at conferences
- My circle of support is helping me with my dreams.
- My other dreams are:
 - Going on vacations
 - Getting healthy

FOR MY BUSINESS TO BE GREAT, I NEED HELP TO

- pound out the clay
- help with the money
- help carrying things
- organize my art fairs



I USE TECHNOLOGY FOR MY BUSINESS.



MY BUSINESS: FIND MY PRODUCTS ONLINE

The screenshot shows a web browser window displaying the Etsy shop page for 'BethsElegantDesigns'. The browser's address bar shows the URL 'etsy.com/shop/BethsElegantDesigns'. The Etsy logo is in the top left, followed by a search bar with the placeholder text 'Search for items or shops'. To the right of the search bar are 'Sign in' and a shopping cart icon. Below the search bar is a navigation menu with categories: 'Holiday Shop', 'Jewelry & Accessories', 'Clothing & Shoes', 'Home & Living', 'Wedding & Party', 'Toys & Entertainment', 'Art & Collectibles', 'Craft Supplies', and 'Gifts'. The main banner features a purple and green background with white starburst patterns and the text 'Elegant Designs by Elizabeth' in a cursive font. Below the banner, the shop's profile is shown, including a profile picture of a woman, the shop name 'BethsElegantDesigns', the tagline 'Elegant Designs By Elizabeth', the location 'Southfield, Michigan', and the text 'On Etsy since 2016'. It also displays '17 Sales' with a five-star rating and a 'Favorite shop (11)' button. A gift icon and text state 'Top shop for gifts. A buyer bought a gift from this shop and gave it a 5-star review!'. On the right, the 'SHOP OWNER' section shows a circular profile picture of Elizabeth Martin and a 'Contact' button.

etsy.com/shop/BethsElegantDesigns

Etsy Search for items or shops Sign in

Holiday Shop Jewelry & Accessories Clothing & Shoes Home & Living Wedding & Party Toys & Entertainment Art & Collectibles Craft Supplies Gifts

Elegant Designs by Elizabeth

BethsElegantDesigns
Elegant Designs By Elizabeth
Southfield, Michigan | On Etsy since 2016
17 Sales | ★★★★★
Favorite shop (11)

Top shop for gifts. A buyer bought a gift from this shop and gave it a 5-star review!

SHOP OWNER
Elizabeth Martin
Contact

MY BUSINESS: FIND MY PRODUCTS IN STORES



SALES AND ORDERS



- I make custom designs.
- I mail custom orders.

BEST SELLERS



STAFF SUPPORT ME: JOB DESCRIPTION

Job Description

Job title: Personal Assistant

Supervised by: Elizabeth Martin

Job summary: To assist Elizabeth throughout her daily and evening activities.

Work schedule:Varies according to Elizabeth's class schedule and extracurricular activities schedule. Will be determined a semester at a time.

Wages: \$_____ per hour

Total hours per week: Up to 40 hours a week

Qualifications: Female, non-smoker
Energetic
Likes animals
Has some experience working with people with disabilities
Has valid State of Michigan driver's license and reliable transportation
Dependable and punctual
Is physically able to help with class and business production

Preferences: Sense of humor
Someone who is artistic
Someone with good computer skills
Someone with good writing skills

Duties and Responsibilities:

- Assist with reminding / checking on personal appearance
- Assist with "freshening up" throughout the day
- Assist with organizing and cleaning personal space (bedroom and sewing room)
- Assist with gathering supplies together for the day (class assignments, materials for activities, etc.)
- Assist with keeping Elizabeth healthy and safe while in the community
 - Learn how to use Epi Pen
 - Recognize physical signs that Elizabeth needs to cool off (sweating, confusion, disorientation, facial expression, etc.)
 - Recognize physical signs that Elizabeth needs to elevate feet (swelling). Elizabeth has a portable wheelchair to use if she will be walking a distance (for example, shopping malls and large campuses)
 - Know where Elizabeth is at all times when in the community.
- Assist with money matters
- Assist with class participation/assignments
 - Pounding and rolling clay for ceramics
 - Help keep Elizabeth "on track" in class
 - Take class notes

- Help Elizabeth study for tests/review class notes
- Help Elizabeth ask questions in order to clarify what is being said by professor
- Help Elizabeth participate in group activities in class

Working Conditions: The employee will work with Elizabeth primarily in the community. At Oakland County Community College, The Art Experience, Scrapbooking, Horseback Riding, etc. Some activities will occur in Elizabeth's home.

Reliability: It is expected that the employee will be on time so that Elizabeth will be on time to classes and activities. If the employee cannot make the agreed upon time, a call with notice is expected so that Elizabeth can make other arrangements. It is also expected that the employee will not complete personal tasks or run personal errands on work time.

End of services:The employee agrees to give at least a two-week notice prior to resigning from the position.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW OR REVISION ON AN ANNUAL BASIS OR WHEN A CHANGE IN JOB DUTIES IS REQUIRED.

I have received a copy of the job description for my records.

I have read the entire job description and understand my responsibilities.

I understand that this constitutes an agreement between the employer and myself, and does not guarantee employment.

Employee

Date

Elizabeth Martin

Date

STAFF SUPPORT ME: INTERVIEW QUESTIONS

- Why are you interested in this job?
- How did you hear about the job?
- What is your understanding about a support person?
- Describe work experience.
- Describe your experiences with people and people with disabilities.

MY FAMILY HELPS WORK ON THESE GOALS: GOING ON VACATION



MY FAMILY HELPS WORK ON THESE GOALS: GETTING HEALTHY





FACILITATOR AND SUPPORT COORDINATOR PERSPECTIVE ON PERSON CENTERED PLANNING



QUOTE FROM MY FACILITATOR: PATRICIA CARVER

“Facilitating Elizabeth’s person-centered planning is a joy. Initially, we developed invitations and agendas together. Now Elizabeth does this plus lets us know what she wants to talk about and what she does not wish to discuss. With backing from her Circle of Support, Elizabeth directly develops her personal and professional goals.

As her Independent Facilitator, I may assist in the process, but Elizabeth is always in the driver’s seat. We are not compelled by system checklists or wrongful interpretations of person-centered planning that limit creativity. We are motivated by Elizabeth.”

QUOTE FROM MY INDEPENDENT SUPPORTS COORDINATOR: DIANN DUDASH

“I worked closely with Elizabeth and her circle to decide what supports she wants or needs from her family, her Circle, the community, and the Behavioral Health System. We develop this as part of her Person Centered Planning Process.

As an Independent Supports Coordinator, I work for Elizabeth not *the system*. I answer to Elizabeth and she approves my payment each month. If Elizabeth decides that I am not doing a good job, she can fire me.

My job is to make sure that all needed supports are identified in Elizabeth’s plan of service so that funding is attached to Medicaid covered services, people know what parts they are responsible for, and I follow up on timelines and assignments in order to ‘coordinate’ all of the services to meet Elizabeth’s needs.”



MODERATED DISCUSSION QUESTIONS





HOW DOES A PCP FACILITATOR WORK WITH
YOUR CIRCLE OF SUPPORT?



MY CIRCLE SUPPORTS ME WORKING TOWARDS MY DREAMS



MY CIRCLE

- We meet 6 times a year
- We talk about things I want to do
- How my circle helps me...
 - With my Art Shows
 - Find new places to sell
 - Apply to be a speaker at conferences
 - Make a job description to hire staff

CIRCLE MEETING AGENDA

POW CARVER

ELIZABETH'S AGENDA

1. camps- 2 day
2. Quilting at BBAC
3. Hope College 3 day overnight felting / dye
4. conferences, Farmers Market, Art Show
5. Scholarship ARC National DC stay, register to sell Microenterprise
6. Apple II I Pads
7. Fix Poster Brochure
8. Power point



HOW TO INCREASE AWARENESS AND USE
OF PCP FACILITATION?

HOW TO ENSURE CULTURALLY AND
LINGUISTICALLY COMPETENT
FACILITATORS?



PERSON CENTERED PLANNING IN MICHIGAN

- Person Centered Planning is required for all individuals who receive behavioral health services and supports.
- Individuals can choose to use an Independent Facilitator
- Independent facilitation is a covered service.
- A diverse pool of facilitators is needed for quality planning: individuals with lived experience, culturally diverse, and geographically diverse.

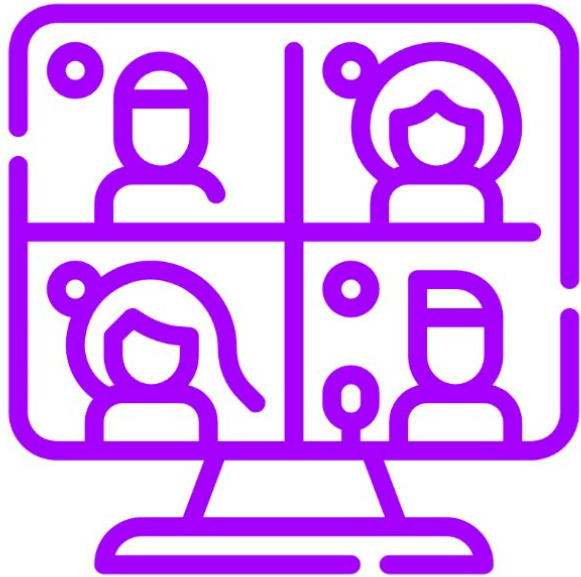






HOW IS FACILITATION DIFFERENT DURING COVID-19?



PERSON CENTERED PLANNING DURING COVID



- I like meeting on Zoom.
- In March, I had my planning process on Zoom.
- Everyone can join.  
- My Circle of Support keeps meeting on Zoom.
- You can't have a party with food and drinks on Zoom.



Questions?

Real-Time Evaluation Questions

- Please take a moment to respond to these seven evaluation questions to help us deliver high-quality NCAPPS webinars.
- If you have suggestions on how we might improve NCAPPS webinars, or if you have ideas or requests for future webinar topics, please send us a note at NCAPPS@hsri.org

Thank You.

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ncapps.acl.gov

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The content and views expressed in this webinar are those of the presenters and do not necessarily reflect that of Centers for Medicare and Medicaid Services (CMS) or the Administration for Community Living (ACL) .

