



National Center on Advancing Person-Centered Practices and Systems

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

Questions and Resources

Questions

Q1: If an MCO [managed care organization] provides case management, but mainly medically-related, how can plan facilitation be funded to ensure services are person-centered and there is service coordination? Would MCOs and states consider this type of service a method of oversight?

Robin: If case management is mainly medical, plan facilitation could be very helpful in rounding out the person-centered plan. Assuring that facilitation is truly person-centered is a function of how you describe the service, who's doing it—and a clear way to assess the impact and outcomes from the service.

All depends on how you define plan facilitation and case management. Plan facilitation would not typically be seen as an oversight or monitoring function—but the plan facilitator could be of assistance in working through options when things aren't going well. The case manager has the authority to require changes say from providers—but the facilitator can help by working with the person and circle on what's not working and what alternatives might be.

Q2: How is Plan Facilitation different than a Plan of Service (POS)? Is Plan Facilitation or a plan facilitator just somebody who makes sure that everything in the POS comes to fruition?

Robin: Actually, making sure that everything in the POS happens is typically a case management role. The facilitator helps the individual and their circle lay the groundwork for the development and “codification” of the formal POS. The facilitator certainly can help the individual express concerns about their plan to the case manager.

Q3: I'm a support coordinator in NJ, and plan facilitation isn't a specific service that's offered for people who use DDD (Division of Developmental Disabilities) services here. Does anyone in NJ know of anyone who offers this service independently as a self-directed employee?

Audience answer: The NJ DD Community Pathways waiver includes supports brokerage which can be similar to plan facilitation. Technically Supports Brokerage in the NJ DD waiver is defined to meet the CMS requirements of providing Information & Assistance to help individuals with the roles and responsibilities of self-direction. Robust I&A services are founded on the principles of self-determination and person-centered planning and there is a lot of overlap but typically I&A does not include responsibility for development of the plan of service unless the State has defined I&A as a component of case management as some states have.

Q4: How much time is allowed to provide for Person-Centered Facilitation? Is it allocated in the plan's purchase order in a specific way?

Robin: It is up to the state to decide—with stakeholder input—if there are limits on the service. When individual have a budget or resource allocation, then it would be up to the person and their team to figure out what amount of service is appropriate/necessary.

Q5: Betsy and Jen, how long, in average, does the planning process take (from beginning to end)?

Betsy [answered in chat]: it is different for every person based on the purpose of the plan and the follow-up the team requires. We typically start with about 20 hours.

Jen [answered in chat]: Each plan is different Claudia. If the support team or the person doesn't want to involve many people, the process can take 10 to 15 hours all together. Larger groups can take more hours. This is spaced out over several weeks, with hour or so conversations. The planning session takes about 2 1/2 hours

Q6: I Direct a day program where many of our individuals live at home with parents and have attended our program for years. We have had a lot of push back from families and we feel we really do not hear our folk's voices. How do you get around this type of situation and get the family to buy into the process? Many of our folks are non-verbal and full care. Another group are able to do so much, but are limited on what the families want them to do.

Jen [answered in chat]: that situation is difficult. Sometimes having an outside planner come to meet with the person and their team, helps parents see their "child" as an adult

Resources:

[The resources are listed in the order that was displayed in the chat during the webinar.]

Person-Centered Planning Facilitation Summary of Research and Findings –

prepared by NCAPPS:

https://ncapps.acl.gov/docs/NCAPPS_IDAHO_PCPFacilitationSummary_200910.pdf

PCAST - Person Centered Approaches in Schools and Transition:

<https://rwjms.rutgers.edu/boggscenter/projects/PCAST.html>

The Learning Community for Person Centered Practices: <https://tlcpcp.com/>

Institute for Person Centered Practices is a collaborative effort at two Texas UCED's-- Texas A&M University in College Station, Tx and University of Texas at Austin, Texas. Website: <http://www.person-centered-practices.org/>

Elements of Design publication and training developed by Patty Cotton at University of New Hampshire:

https://books.google.com/books/about/Elements_of_Design.html?id=WoyAGwAACAAJ