



NCAPPS

National Center on Advancing  
Person-Centered Practices and Systems

What Does a Person-Centered System Look Like?

Introducing the NCAPPS Person-Centered Practices Self-Assessment

Summary of a webinar from February 11, 2021

## Introduction

This webinar is about a person-centered practices self-assessment tool. It is for human service systems. Mary Lou Bourne gave an overview of the tool. The purpose of the tool is to understand how well the system supports person-centered practices. It is a quality management tool. It helps to measure progress. It can be used in all types of human service systems.

The tool has 8 sections. They are:

1. Leadership
2. Person-Centered Culture
3. Eligibility and Access
4. Person-Centered Service Planning and Monitoring
5. Finance
6. Workforce Capacity and Capabilities
7. Collaboration and Partnership
8. Quality and Innovation

## Self-Assessment Tool in Action

The North Dakota Department of Human Services used the assessment. Other advocates were also involved in the assessment. Jake Reuter talked about how they used the assessment. They created an action plan with focus areas.

Alixé Bonardi is co-director of NCAPPS. She led a panel of others from North Dakota who were involved. She asked them about their views on person-centered systems.

Jake Anderson hopes that the work to build a person-centered system will keep going. He says, "I can see changes happen as we get more involved."

Tanya says that person-centered systems are more inclusive of diverse populations. "As Native Americans we often get left out. Person-centered practice gives everybody opportunity."

Ganesh says that building a person-centered system is a journey.



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The speakers on this webinar were:



**Mary Lou Bourne** has been committed to learning about effective person-centered practices. She designed and implemented a model for establishing Person Centered Service systems, including aligning person-centered practices across all operations. She is a founder of The Learning Community for Person Centered Practice and developed the organization's first PCP Mentor Trainer requirements. Her focus is leadership's role in implementation of systemic person-centered practices. She has developed organizational and statewide assessment tools for PCP, and supported PCP facilitators, Trainers and Mentor trainers in their learning journey.



**Tanya RedRoad** is the Parent Coordinator at the North Dakota Federation of Families for Children's Mental Health. She has worked in the Fargo community for 15 years, previously through F/M Native American Center and Sacred Spirits. She is a mother of children with mental, emotional, and behavioral challenges. She feels honored to use her lived experience to be of value in all she does, and advocates for lived experience as a key factor in decision-making whenever she can.



Hi, my name is **Jake Anderson**, I am the president of the group "Advocates Leading Their Lives." I have been part of self-advocacy for myself for over 4 years. I have been working hard with my job and work with people finding their voice in advocacy. I take pride in helping others find their place in self-advocacy.



**Jake Reuter** is the Money Follows the Person Grant Program Administrator with the Aging Services Division of the North Dakota Department of Human Services.



**Ganesh Suryawanshi** was born and raised in India. He earned his master's degree from the Massachusetts Institute of Technology, and works for a multi-national company as a software supervisor. He is also a passionate advocate for disability supports and services as a parent of a child with special needs. Ganesh, his wife and 2 children live in Fargo, North Dakota.