



Person Centered Planning 101



FY 2019




Course Objectives

Through the Person Centered Planning process, individuals receiving CMH supports identify their goals, hopes, interests and preferences. It's much more than just creating a plan – it's a way for the individual to make sure they live their life the way they want.

This course will provide an overview of the Person Centered Planning process, including:

- Steps involved in the person-centered planning process
- Components of a quality person-centered plan
- Important values and principals
- Relationship between IPOS and person-centered planning

2



Michigan Mental Health Code

Person Centered Planning has been required by the Michigan Mental Health Code since 1996.

Through PCP, individuals have the **RIGHT** to direct the process of planning for their mental health services and supports, regardless of age, disability, or residential setting.

Children's plans shall be devised through a family-centered process.

3

Person/Family Centered Planning



Person or Family-Centered Planning is a practice that:



- Is based on a philosophy of planning for the near and long term future.
- Relies on the recipient's chosen people.
- Works to develop an optimistic vision of the future.
- Is based on strengths, wishes and needs.
- Is directed by the recipient of services.
- Is complimentary of recovery principles.
- Differs fundamentally from past medical model practices.

4

PCP Values & Principles



PCP is a highly individualized process designed to respond to the needs and desires of the individual.

It empowers individuals by respecting their:

- Strengths and ability to express preferences
- Choice of how and who will provide supports or treatment
- Cultural background

PCP maximizes independence, creates community connections, and works towards achieving the individual's dreams, goals, and desires.

5

The PCP Process



The Person Centered Planning Process:

- Helps the group address the basic PCP elements.
- Establishes tone and spirit of the meeting.
- Is consistent with the recovery pathways (Hope, Choice, Empowerment, Recovery Environment, and Spirituality).
- Keeps strengths and wishes as the driving force.
- Allows the person receiving services to choose how the meeting is conducted and who conducts it.
- Is not assessment-based.

PCP is much more than just creating a plan. It is a way for people to make sure they live their life the way that they want. Instead of focusing on what a person cannot do, PCP focuses on what they can do.

6

The PCP Process (Continued)



According to the Michigan Department of Community Health (MDCH), the order in which individuals participate in the PCP process is as follows:

1. The individual is offered the option of outside facilitation*
 2. A pre-planning meeting is held
 3. PCP meeting is held
 4. Individuals will receive a copy of their IPOS within 15 business days of the PCP meeting
- *Unless the individual is receiving only short-term outpatient therapy, medication only, or is in jail.*

Independent Facilitation



The Independent Facilitator serves as a guide during the PCP process. This person works with the individual receiving CMH services and his/her supports coordinator/case manager to ensure the plan reflects what the individual wants.

An independent facilitator is:

- Specially trained in facilitating the Person Centered Planning process
- Paid for by Community Mental Health
- May not be a service provider in the recipient's home county

8

Independent Facilitation



Who chooses the facilitator of the meeting?

- The individual himself, or with the help of a trusted person.

Who may facilitate the PCP meeting?

- The individual him or herself.
- A family member, friend or chosen representative, including the case holder.
- An independent facilitator



9

The Pre-planning Process



The Pre-planning Process:

- Engages the individual to choose who will attend, when and where the meeting will be held, what is/is not discussed, who will facilitate and how the meeting will be conducted.
- Is an ongoing process.
- Ends shortly before the anticipated PCP meeting.
- Emphasizes maximum understanding and participation.

10

Individual/Family Control



The individual receiving CMH services and his/her family have control over:

- Who is included in the meeting
- Where and when it is held
- Who leads the meeting
- Topics to be discussed, especially dreams, goals, and desires
- Who records the meeting

11

Who Is In the Person's Life?



To determine who is important to the individual:

- List or chart people who are influential
- Indicate their relationship
- Go beyond service providers
- Include those who care about the individual

This is part of the process of discovery and recovery. Use this tool to decide who to invite to the PCP meeting and expand on it at the meeting.

12

Recording the Meeting:



- Ask the individual's choice and use that method
- Charts and markers, large format
- Table-top charts and markers
- Secretary note-taker
- Prepared index card topics



13

PCP Meeting Discussion



During the PCP meeting, all potential support and/or treatment options that may meet the expressed needs and desires of the individual are discussed, including:

- Health and safety needs
- Opportunity to develop a crisis plan
- Alternative services
- Accommodations for communication
- The opportunity to experience available options prior to making a choice
- Opportunities to provide feedback on how they feel about the services, supports, and treatment received, as well as progress toward their valued outcomes.

14

The Individual Or Family May:



- Freely express themselves
- Talk about the help that may be needed
- Talk about who can help and how
- Make a plan for the future including **meaningful activities** that move toward personal dreams with supports as needed



15

Dreams, Wishes & Outcomes



The individual's dreams, wishes and outcomes:

- Should be reported as the individual describes them
- Includes wishes of others for the person
- Should not be modified by anyone else
- Determine what is important to the person and for the person
- May need to be "interpreted" from gestures or actions

16

Accommodations, Supports & Services



Accommodations, supports and services help to reduce or eliminate barriers, helps the individual move toward their dreams, and increases community participation and self sufficiency while giving meaning and purpose to life.

Accommodations: Things or procedures (such as large print materials or assisted hearing devices)

Supports: People who assist or accompany an individual. There should be at least one person who holds the hope and provides meaning and purpose.

Services: People who are paid to assist, home modifications, transportation etc.

17

Sources of Supports and Services



The following are good sources of supports and services:

- The individual him/herself
- Family and friends (natural supports)
- Generic community services
- Special services for which the person qualifies
- CMH-funded services



18

The Personal Profile



- Is used to discover and recover strengths, abilities, and positive personal characteristics
- Describes likes and dislikes and personal preferences while reinforcing and making of choices
- May tell a history

Can be **SURPRISING** and **EXCITING**
when the **GOOD STUFF** is seen.

19

Writing Goals & Objectives**MEANINGFUL ACTIVITIES!**



Empower the individual by:

- Reviewing strengths, dreams, barriers and supports
- Looking at the dreams and brainstorm possible steps toward achievement
- Selecting activities that please the individual and assist with moving toward the dream

20

Writing Goals & Objectives**MEANINGFUL ACTIVITIES!**



- Describing the activities included in the IPOS using the scope, duration and intensity format.
- Including other activities to be carried out alone or with natural supports.
- Determining when the IPOS will be reviewed and adjusted.

The activities described must be
SIGNIFICANT and **SATISFYING** to
the individual.

21

Frequent Concerns



Frequently, individuals have a number of barriers that can get in the way of achieving their dreams and goals. Some of these concerns include:

- Communication
- Mobility, transportation
- Vulnerability
- Financial security
- Lack of personal responsibility
- Isolation
- Lack of friends
- Social acceptance
- Health/Safety
- Money management
- Lack of opportunity
- Lack of confidence

22

The IPOS Must Include



The Individual Plan of Service must include the following information:

1. The date the service is to begin
2. The specified scope
3. Duration
4. Intensity
5. The provider of each authorized service

23

Difficult Situations



- When an individual's expressed wishes conflict with behavior, we must believe that the behavior is the true expression.
- Discover and recover:
 - What is important **TO** the person.
 - What is important **FOR** the person.
 - Any unexamined circumstances that might trigger behavior.
- Determine if the situation damages reputation and social acceptance.

24

If Conflict Occurs...



- Use “I” statements to express concern.
- Re-direct the conversation, e.g. “back to the basics of strengths & dreams.”
- Take a break; have a snack.
- Stop the meeting and ask if they’d like to meet again at a different time.
- Don’t allow conflict to turn the experience sour for the recipient of services.
- For Serious Problems:
 - Use Dispute Resolution Strategy / Specialist
 - Offer the Appeal Process

25

Ensuring Compliance



Ask yourself these questions:

1. Has the individual been provided with the knowledge of his/her right to PCP?
2. Has the individual chosen whether or not other people should be involved in the PCP process?
3. Has the individual chosen the places and times to meet? Are they convenient to the desired attendees?
4. Has the individual chosen the treatment or support service options?
5. Were the individual’s choices and preferences considered?
6. Was any progress reviewed and discussed in order to modify treatment strategies and techniques?

26

PCP / FCP In a Nutshell:



In a nutshell, person and family centered planning is:

- For, about, and guided by the individual
- Based on strengths, personal wishes, and needs
- Results in meaningful activities today, not just in the future
- Increases self-esteem, responsibility and membership in community
- Leads to a more satisfying life of personal choice
- Supports and is supportive of recovery principles

27
