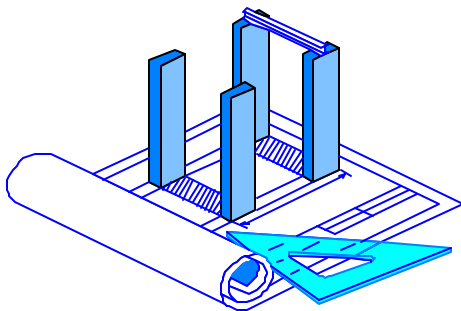


# FROM PROCESS TO ACTION: MAKING PERSON-CENTERED PLANNING WORK

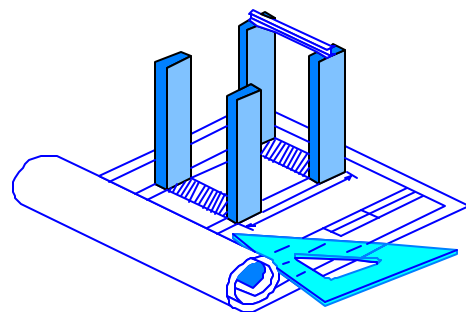


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# A Quick Look

## FROM PROCESS TO ACTION: MAKING PERSON-CENTERED PLANNING WORK

This guide suggests ways to **put the Individual Program Plan into action**. Getting mutual agreement and commitment about who - does what - by when is essential to any action plan. Things need to happen if consumers are to reach their preferred future.



## THE PERSON-CENTERED PLANNING PROCESS

Person-centered planning assists consumers and their families build capacities and capabilities by providing an opportunity to involve interested people in their lives. This planning effort is not a single event or meeting, but a series of discussions or interactions among a team of people including the consumer, family, service coordinator and others.

The planning process focuses on the person and the person's dreams for a preferred future. As part of the planning process, the consumer describes: a preferred place to live, favorite people to socialize with, and preferred types of daily activities. This description is called a preferred future, and is based on the consumer's strengths, capabilities, preferences, lifestyle and cultural background.

The question that often remains after the planning discussions is, "How do we get this done?" Moving from process to action means that the consumer's planning team decides **who - does what - by when**. The following questions may help in reaching the necessary decisions.

## WHO

Getting commitment from everyone involved to do what they decided to do is the first step in making person-centered planning work. For example, someone offers to help the consumer shop for some necessary articles of clothing. Great! But will they need help to get to the store? Who will actually pay for the clothing?

1. If the consumer's planning team has found a need for a service or support to complete a particular action item, who can commit to providing that service or support? A relative? A friend? A neighbor? A volunteer organization? Is it necessary to find a paid professional to provide the needed service or support?
2. If a needed service or support must be delivered by a paid professional, who is responsible for paying the professional? A publicly funded agency that provides the same services to all Californians? An insurance agency? The regional center?
3. If the regional center is paying for the service or support, does the chosen professional have a good track record? Have similar consumers served by this provider been satisfied? Is this the most cost-effective provider?

## DOES WHAT

Specific actions will be necessary to turn the planning process into a work in progress. The necessary activities must be described so clearly that everyone can understand what is being done, and why. It is a good idea to try to explain each activity in a way that allows everyone to know when it is completed.

4. What specific activities will have to be completed to make the desired progress? Will it help to break these activities into smaller steps? Is there a particular order for these activities?

Each activity will have some effect on the consumer. Deciding how to deal with predictable effects will sometimes change the team's perspective on what activities need to be completed.

5. What new and different activities are planned? Will a transition from the old activities to the new ones need to be planned?
6. What activities will continue to be done to maintain desirable things in the consumer's life? Is the current level of effort enough to maintain these things?
7. What activities are being discontinued? Are the replacement activities meeting similar needs? Will the loss of these activities result in inactivity and boredom?

### BY WHEN

Things are not always initiated or completed on time. The reality is that team members are probably already time-poor. One way to make the most of everyone's time is to work efficiently and effectively at meetings, get-togethers within a social context (at home, in the park, while sharing coffee or eating pizza), or set aside the time based on need or availability.

8. How much time is needed to complete each specific activity? Will there be enough (or too much) time left after completing these activities to engage in the normal activities of daily living?
9. Is there a starting and completion date for each activity? Are these time frames realistic? Is there a scheduling conflict that might be a barrier to completion?
10. Is everyone who is providing the necessary services and supports available at the times necessary to complete each activity? Have scheduled vacations and holidays been accounted for?

### Conclusion

Mutually deciding **who - does what - by when** will move a written plan to a point where it can actually happen. This **Quick Look** provides an example of the kinds of questions that can help the team planning with the consumer to make the decisions that are necessary to produce action.