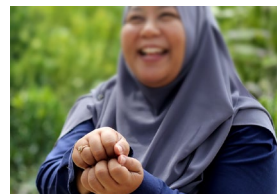
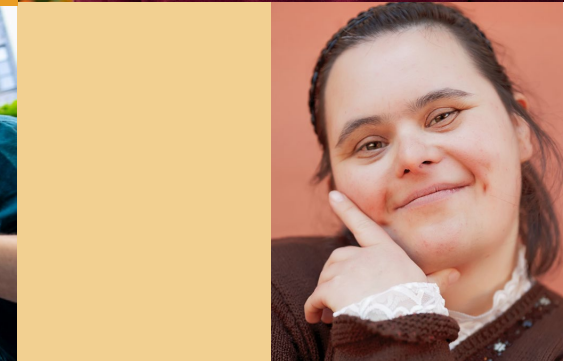


Regional Center Performance Measures: Person-Centered Service Planning Focus Group

May 25, 2023



Housekeeping



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active



This meeting is being recorded



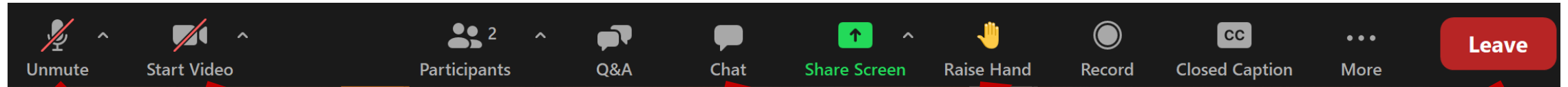
Materials are available at:

<https://www.dds.ca.gov/initiatives/stakeholder-events/>



Submit written comment via email to RCMeasures@dds.ca.gov

Zoom Tips



Unmute mic only when it's your turn to speak



Turn your webcam on/off

All attendees can type questions/comments in the Q&A

Chat is available for Workgroup members only

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



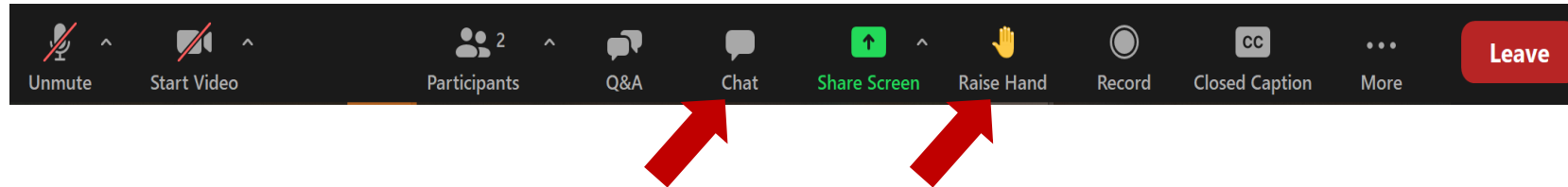
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



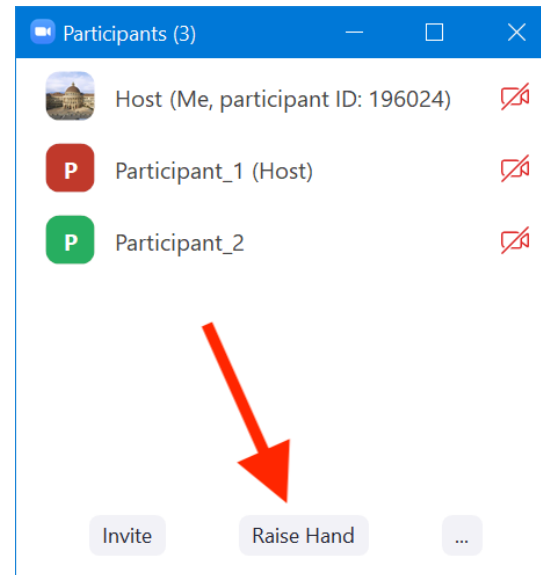
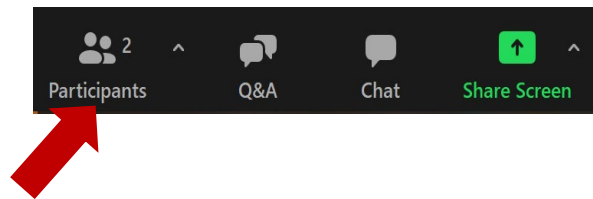
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

Workgroup Members: Please use the “Chat” or “Raise Hand” to comment



You may need to click on “Participants” and a new window will open where you can “Raise Hand”



Today's Discussion

- Recap of Measure & Tasks for this Workgroup
- Definition of Person-Centered
- Key Components of a Person-Centered Plan
- Discussion of Person-Centered Service Plan
- Next Steps

Focus Area: Person-Centered Services Planning
Measure: Service Plans Demonstrate Person-Centered Criteria

Desired Outcome: People served by Regional Centers have person-centered service plans.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	RCs commit to the development and use of a consistent person-centered service plan document.	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards.	1) Percentage of consumers who agree their service plan is person-centered and meets their needs. 2) Percentage of consumers who are satisfied with the quality of their Individual Program Plan (IPP).	
Data Source	None		Individual Satisfaction Survey	
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline			Pay-For-Performance
Performance Target and Incentive Methodology	N/A			Incentive payment for the percentage of consumers who agree their service plan is person-centered and meets their needs and are satisfied with the quality of their IPP, with increasing incentive based on: 50% or higher agree; 75% or higher agree; 90% or higher agree

**DDS will establish methods for assuring families and self-advocates receive support for understanding and identifying effective person-centered planning.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

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Tasks for This Workgroup

Contribute to the development of

- Components of a person-centered service plan **document** and
- A person-centered planning **process** that
- Meets federal person-centered service plan standards

Person-Centered:



Person-Centered Thinking refers to a mindset that aligns person centered values with our language, our assumptions, and our behaviors; it is the fundamental belief that all people bring value to the world and deserve our respect.

Person-Centered Planning is a way to assist people needing services and supports to construct a plan that describes what they want and need in order to bring purpose and meaning to their life; person centered plans describe how to balance a person's preferences with support to stay healthy and safe.

Person-Centered Practice is the alignment of service resources and actions among staff and other people who work in a system offering support. Assuring what you DO is consistent with person centered values.

Potential Key Components of a Person-Centered Plan

1. Positive introduction to the person – their gifts, talents and interests

2. Description of the person's preferences in life – what they value the most, such as:

- Relationships
- Control, choice and decisions,
- Cultural and other identity and status
- Things to do – daily, weekly, monthly, annually

3. Identification of the support need to maintain an acceptable level of

- Health and wellness
- Safety
- Community membership
- Risk Management

4. Personally Identified Desired Outcomes and Services

5. Optional sections for specific unique needs (Behavioral Support, Exceptions to Setting rules)

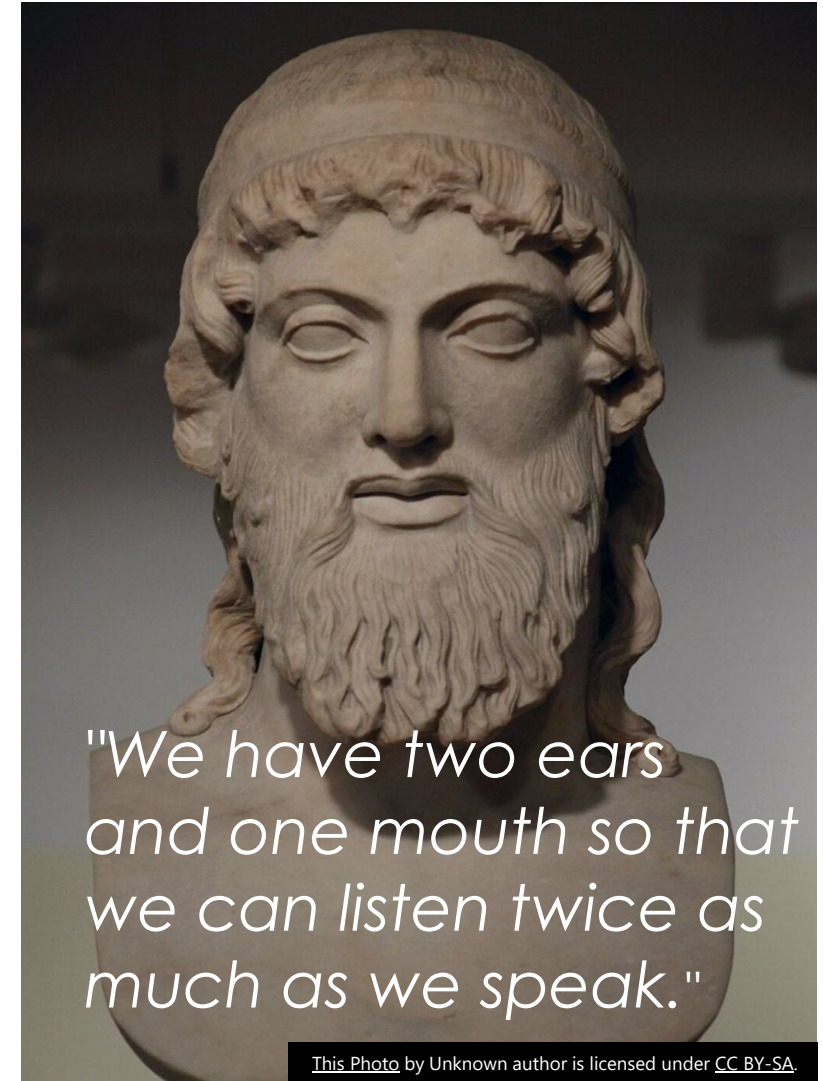
Person-Centered Service Planning Within Final Rule 42CFR 441.301

- Section 441.401 (c)(1) discusses the person-centered planning **PROCESS**;
- Section 441.301 (c)(2) Discusses the person-centered plan **DOCUMENT**



Example of Process: Language, building trust and respect

- Everyday conversations that build trust
- The words we choose make a difference
- Listening to and reflecting on what the other person is saying
- Engage in a dialogue
- Engage with a tone and demeanor that shows respect
- Language is always received as more respectful when a request is made rather than a demand.



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What are your thoughts about the sections included in the example person-centered service plan?

- What is missing?
- What changes do you suggest to make it better?

Next Steps

- Discussion of the steps Service Coordinators will use to develop a person-centered service plan and the federal standards
- Focus group offers feedback for the sections of the person-centered plan, and for the steps Service Coordinators will use to develop one
- Feedback shared with full RCPM Workgroup
- Guidance developed for Regional Center implementation
- Phase 3 and 4 measures

Public Comments

