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An Overview of Person-centered Thinking and the Implementation of Person-centered Practices

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Person-centered Thinking

is a foundational principle—requiring consistency in language, values and actions—that reveals respect, views the person and their loved ones as experts in their own lives, and equally emphasizes quality of life, wellbeing, and informed choice.



What are Person Centered Thinking Skills?

- A set of value-based skills that reinforce continuous learning and practices that:
 - Help us support rather than fix;
 - Build the culture of learning, partnership, and accountability;
 - Work for all humans;
 - Work at every level in the organization; and
 - Affirm our belief that everyone can learn.



Person-Centered Thinking

- Basic point of reference is what matters most to the person, not to you as the professional.
- Everyone has value, and deserves engagement that is dignified and respectful, no matter what their condition.
- **Underlying belief that the person's life provides the context that must be the basis of planning.**
- The person is the expert in their own life.



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Bourne, Mary Lou (2007). Thinking Differently About Person-Centered Planning [PowerPoint Slides].

What is Person-Centered Planning?

- Person-centered planning is a process by which an individual, with assistance, identifies and documents their preferences, strengths, and needs in order to develop short-term objectives and action steps to ensure personal outcomes are achieved within the most integrated setting by using identified supports and services.
- This is a living definition and may continue to evolve.



Person-Centered Planning

- Home and Community-based Services (HCBS) settings rule requires all HCBS to be delivered through a person-centered service planning framework.
- While HHSC has until March 17, 2023 to transition into compliance; Community First Choice and HCBS Adult Mental Health had to be compliant upon rollout.
- <https://www.federalregister.gov/articles/2014/01/16/2014-00487/medicaid-program-state-plan-home-and-community-based-services-5-year-period-for-waivers-provider>
- <https://www.hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/resources/home-community-based-services-hcbs>



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Person-Centered Planning

- Involves what is important to the person in addition to what is important for the person
- **Focus is on the person's individual life choices, dreams and aspirations**
- Touches on non-clinical areas including relationships, community life inclusion, competitive employment, finances, wellness, education and other areas, to the same degree of access as individuals not receiving HCBS



Person-centered Planning v. Traditional Planning



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Person-Centered Planning

Person-centered planning focuses on the person's life choices and personal aspirations.

Plans focus on what's important to the person.

Any changes in plans are based on the person's wants and needs.

Expectations are defined by the person and are measurable accomplishments.

Traditional Planning

Traditional planning focuses on what often is seen as convenient for the staff or program.

Plans focus on what is important for the program.

Changes in plans occur as required by program standards and are organizationally focused.

Expectations are defined by the program and is about the document.

Person-Centered Practices

Are the alignment of services and systems to ensure the person has access to the full benefits of community living and to deliver services in a way that facilitates the **achievement of the person's** desired outcomes.



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https://acl.gov/sites/default/files/news%202019-01/NCAPPS_Flyer_FINAL_0.PDF

Introducing the Core Concept:



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Important to

AND

Important for

AND

The balance between them

What's Important TO

What is important to a person includes what results in feeling satisfied, content, comforted, fulfilled, and happy.

- Relationships (people to be with)
- Purpose and Meaning
- Status and control (valued role)
- Culture & Identity
- Rituals & routines (cultural and personal)
- Rhythm or pace of life
- Things to do and places to go (something to look forward to)
- Things to have



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Important *FOR* (Part One):

- Issues of *health*:
 - Prevention of illness
 - Treatment of illness / medical conditions
 - Promotion of wellness (e.g.: diet, exercise)
- Issues of safety:
 - Environment
 - Well being ---- physical and emotional
 - Free from Fear



Important FOR (Part Two):

What others see as necessary to help the person:

- Be valued
- Be a contributing member of their community



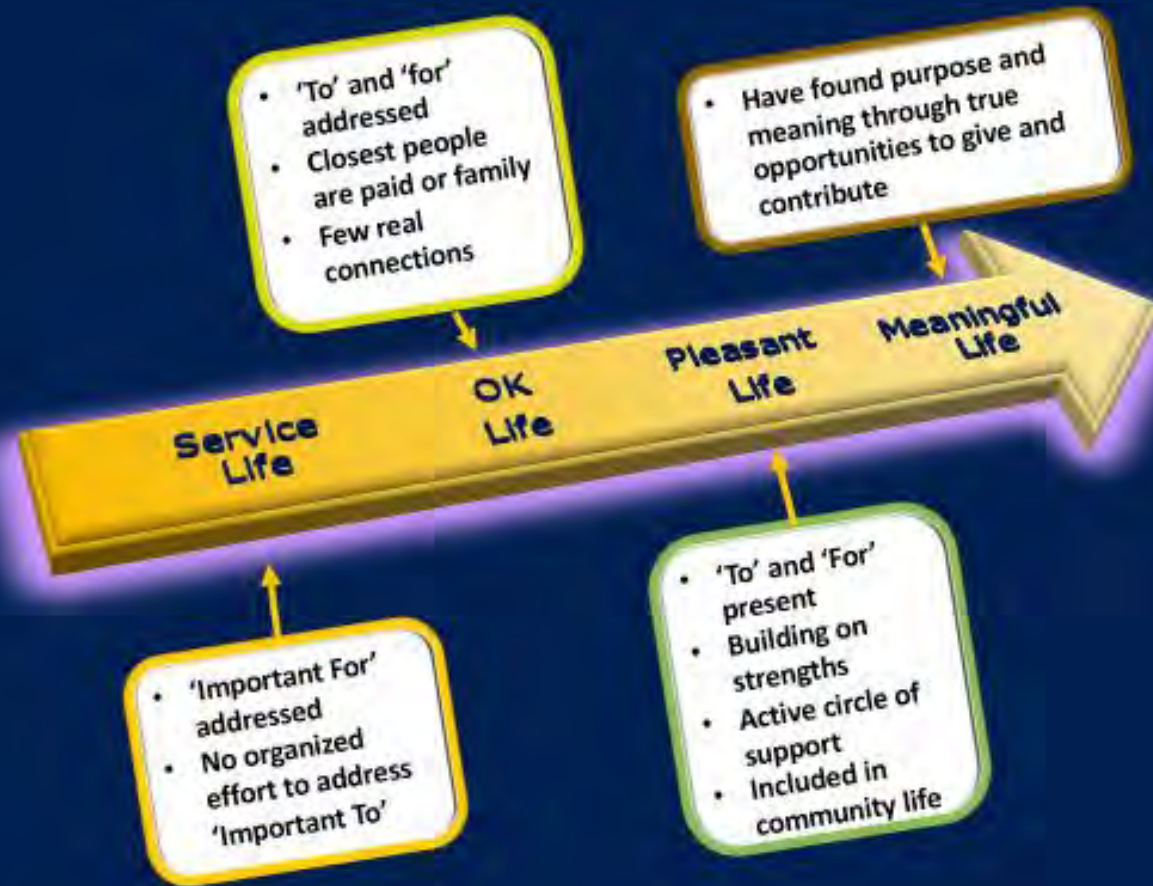
Balance



Important for: Important to:

- Health & Safety
- Being Valued
- People
- Purpose & Meaning
- Culture & Identity
- Status & Control
- Things To Do
- Routines
- Places To Go
- Things To Have

Service Life to Meaningful Life



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A Summary of the Skills



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The Integration of PC Planning & Thinking

Person-centered planning, without person-centered thinking throughout the system, results in better paper or files, but not necessarily better lives.



A Few Differences with Person-Centered Planning (1 of 2)

- Setting and circumstances matter
- Sequence matters
 - Talk about preferences and values FIRST
- Building on gifts and talents and natural support is different from fixing what is wrong and starting with the premise that professional support is best



A Few Differences with Person-Centered Planning (2 of 2)

- The degree of effort invested in planning is equal to the degree of support requested
- Nothing about me without me, and...
- Friends and families and those who love us and know us best can be equally as important as professional care givers in the plan development process, but participant selection is confirmed by the person who requires support.



Person-Centered Planning is Not Either/Or

Good person-centered planning that is well implemented eliminates many behavioral challenges and diminishes risk, especially when linked with positive interventions.

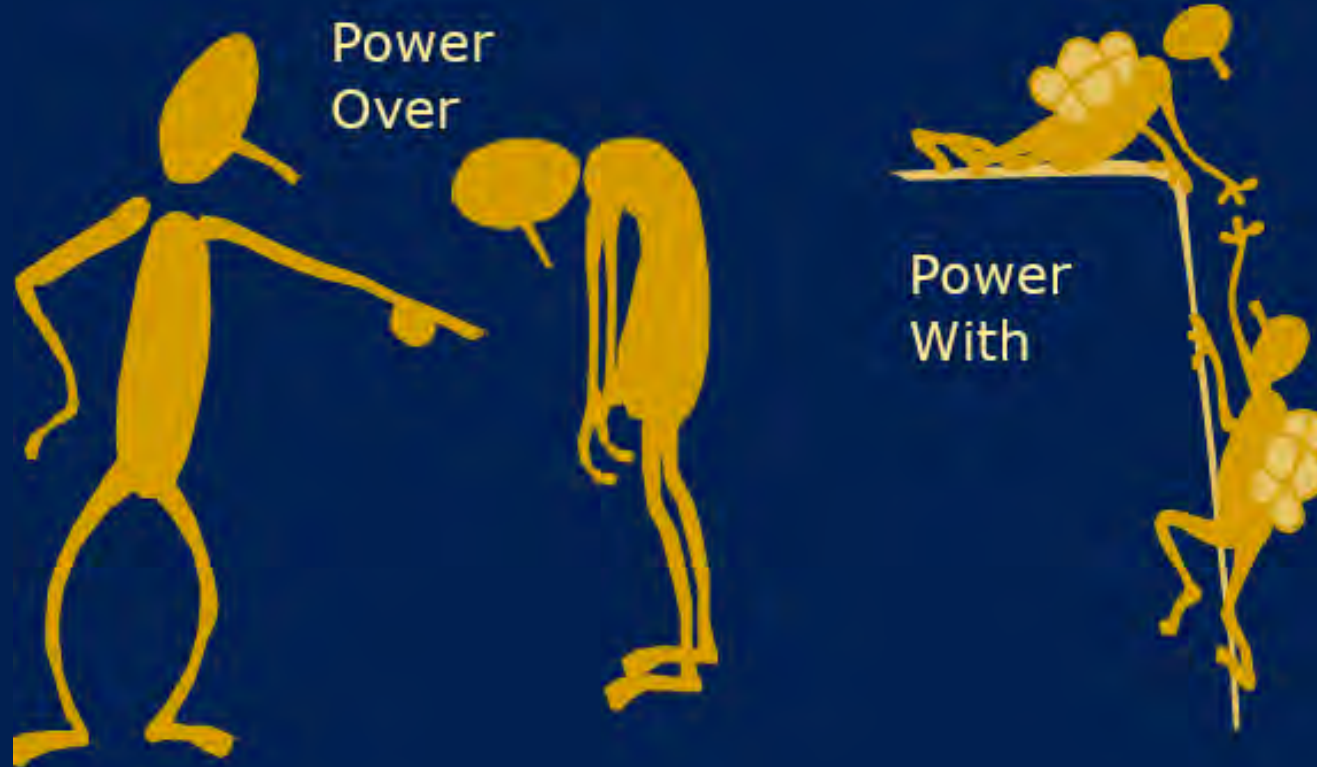
Those who write and implement plans must avoid the trap of “either/or” that is: *happy or safe*.

An effective person-centered plan assures BOTH/AND *Both happy and safe*



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Learning about Support



Fixing vs. Supporting

Person Centered Thinking Skills

Seven Questions you Should be able to Answer for each Person you Support:

1. What is important to the person?
2. What is important for the person?
3. Is the connection between important to and for addressed?
4. Is there a “good” balance between important to and important for?
5. What does the person want to learn, what do we need to learn?

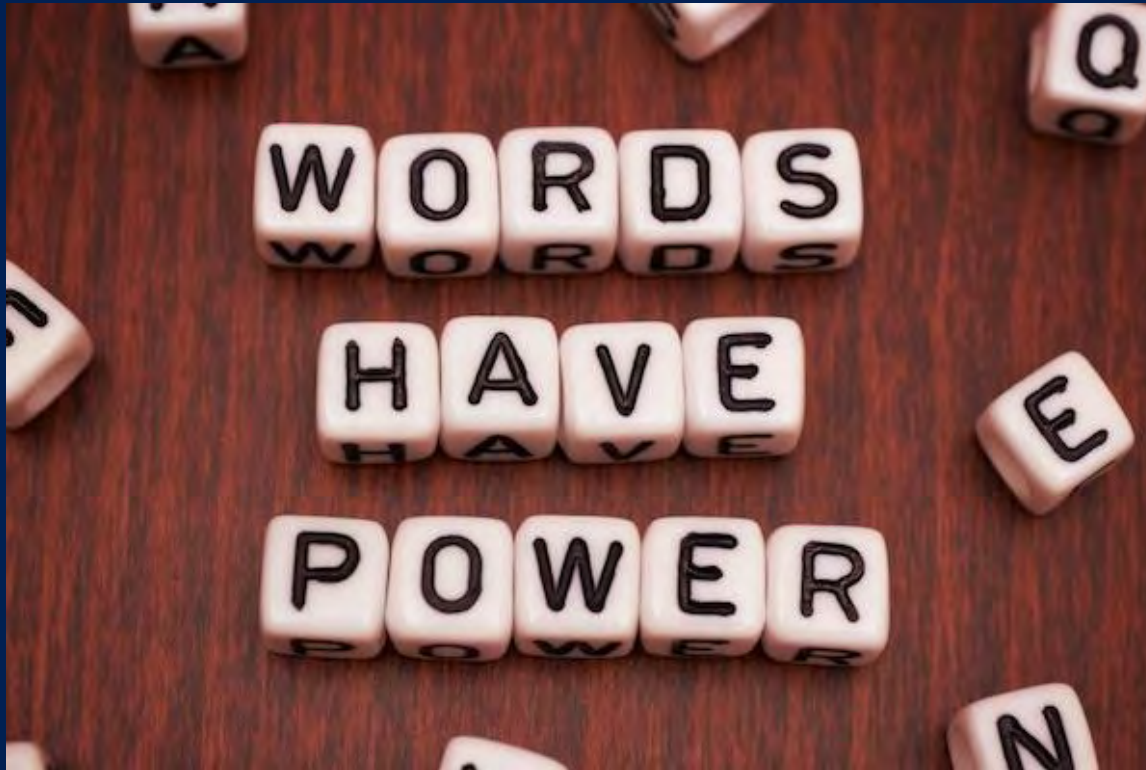
If the person is to get the balance described and we are to learn:

6. What needs to stay the same (be maintained or enhanced)?
7. What needs to change?



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LANGUAGE



- Language has the ability to place and/or shift control.
- Regardless of the level of support surrounding the person.



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Outcomes

Personal

People Who Choose Personal Outcomes (1 of 2)

- Choose their outcomes
- Choose where and with whom they live and share a room
- Choose where they work
- Have intimate relationships
- Become satisfied with services
- Are satisfied with their life situations
- Choose their daily routine



People Who Choose Personal Outcomes (2 of 2)

- Have time, space and opportunity for privacy
- Decide when to share their personal information
- Choose to use their environments
- Choose services they want
- Realize when their personal outcomes are met
- Become connected to natural support networks
- Are as safe as others



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Our Life

- Everyone identifies their preferences and outcomes.
- We all want to have a good life.
- We define what makes our life a good life .
- We all want our lives moving towards a good life where we all feel as though we are valued members of our community.
- We all want to have status and positive control over our lives that are rich with relationships, so we have people to go and do the things we enjoy and explore new things at a pace we choose within our own rituals or routines.



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Implementation of Person-Centered Practice is:

A Promise to listen

- To listen to what is being said and to what is meant by what is being said
- To keep listening

A Promise to act on what we hear

- To always find something that we can do today or tomorrow
- To keep acting on what we hear



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Implementation of Person Centered Practices is:

A Promise to be honest

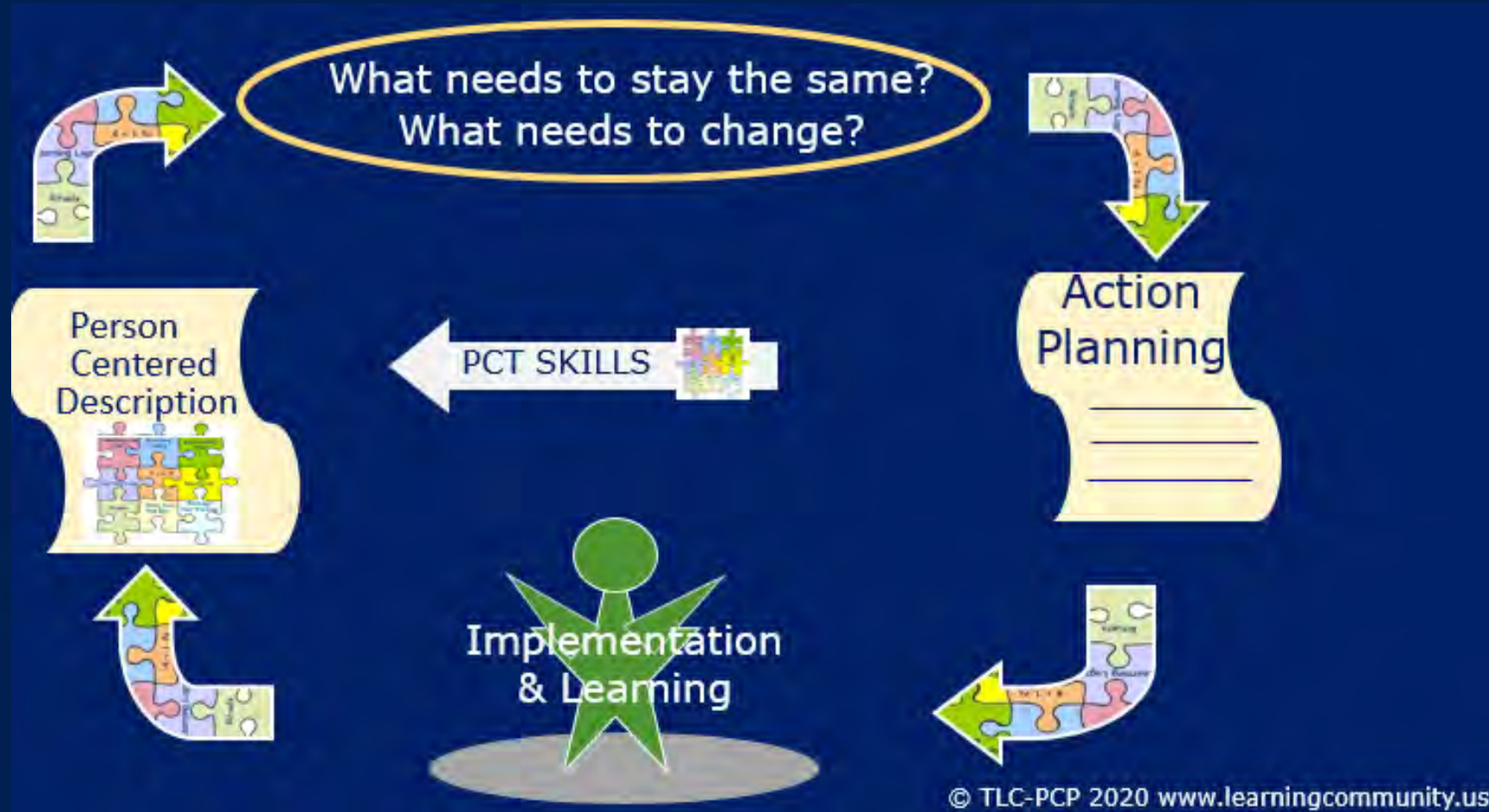
- To let people know that what they are telling us will take time
- When we do not know how to help them get what they are asking for
- When what the person is telling us is in conflict with staying healthy or safe and we can't find a good balance between important to and important for





In Summary

Learning Wheel



Person Centered Thinking Training Resources:

1. Attend a virtual Person-centered Thinking Training
2. Follow HHSC web page for more information on approved trainings:

<https://hhs.texas.gov/services/disability/person-centered-planning/waiver-program-providers/person-centered-planning-pcp-training-providers>



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Person-Centered Practices Training Video



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Video Link:

<https://www.youtube.com/watch?v=5dPcpUnwKG4&feature=youtu.be>

Appreciation



The Learning Community for Person Centered Practices envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability. We foster a global learning community that shares knowledge for that purpose.



Thank You!

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