



# Person Centered Planning

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A training for Shiawassee Health & Wellness employees



# What is Person Centered Planning?

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A process by which we learn about the individual's

Hopes and dreams for the future

The individual's preferences

An individual's strengths and capabilities

What the individual would like to achieve in the coming year

What services & supports the individual will require to achieve desired objectives

What may be barriers to success



# Definition of PCP & Planning Team

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It provides strategies to increase the likelihood that people with barriers (i.e., mental illness; co-occurring disorder; developmental disabilities) will develop relationships, be part of community life, increase control over their lives, acquire increasingly positive roles in community life and develop competencies to help them accomplish these goals – one person at a time.

## **Planning Team**

Typically includes persons identified by the individual consumer. The Team typically consists of: the consumer, guardian, family members and supports, friends, peer support, a facilitator.

The consumer and the team collaboratively develop a plan of care.



# Person Centered Plan

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Includes Goals, Objectives, ways to achieve them and ways to measure progress.

Goals are the results that are important to the individual consumer and reflect the consumer's needs and preferences.

Objectives are specific time-limited, measurable and related to the individual's goals

## **Services and Supports**

These are identified ways to assist the consumer to lead the most independent and productive life possible, based on the consumer's wants needs and desires.



# Choices

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Person centered planning supports the choices that people make about their lives.

The person centered plan protects the consumer's right to make choices.

Consumers have the right to make choices about: where to live and with whom; how to spend time each day; and their hopes and dreams for the future.



# Five Responsibilities of the Planning Team

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Get to know the individual

Find out what's important to him / her

Support the individual's choices

Figure out ways to make those choices a part of everyday life

Identify services to support those choices



# Listening Skills

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One of the first steps to effectively participate as a team member, who supports an individual's goals, desires and needs, is to be an active listener.

An active listener spends more time attending to what is being said, versus talking.

An active listener spends the time to confirm what is being said and fosters understanding.

## **Getting to Know Someone**

The best way to get to know someone is to spend time together. You can talk, listen, and observe to learn what is important to the individual.

Additionally, it becomes helpful to talk with the person's family and natural supports.

Finally, it is often helpful to review the individual's clinical record.



# Team Communication

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Helps to create more opportunities for identifying favorite activities to be included in a consumer's daily routines

Such communication helps the team to develop more person centered services and supports.

Is a very important part of person centered planning and is a primary key to success.

An effective team values everyone's contributions and works toward a common goal.

Trust is basic to successful teamwork, as are honesty; equal access to information and the ability to focus on a goal.

Natural supports communicate valuable information to the team about the individual's preferences, likes, and dislikes

It is important to encourage contact with family and other natural supports.

Early and ongoing communication in a creative fashion, is important to building a good working relationships with natural supports.





# Be an Advocate

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This is probably one of your most important functions because it involves serving the best interest of those with whom you work. At times, being an advocate involves working together with family members, guardians and natural supports on behalf of the consumer. At other times, it involves advocating on behalf of the consumer in matters on which the family or others might disagree.

## **Show You Care**

Your genuine concern for the individual, as well as for their natural supports, will serve you well. Sharing your observations with them and asking for their input will go a long way in maintaining positive communication.



# Service Quality Questions to Ask Yourself

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Do I know the hopes and dreams of each person I support?

Do I know the goals in each person's plan of care?

Have the individuals I support made progress in reaching a goal in the past year?

Do I provide opportunities for individuals to have choices in their daily life?

Does each person have opportunities to spend time with their friends?

Does each person have someone to talk to in their primary language?

Does each person get to do activities in the community?

Does each person have access to needed health services?

Does each person know his or her rights?

Do I and others treat people with dignity and respect?



# Congratulations!

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You have completed this section of the course.

Please the test and survey to be marked complete for the course.

