

# Welcome

ADRC Fridays:  
Talk, Learn, Connect  
July 30, 2021

Welcome! Who  
are you? Post to  
chat: **Name,**  
**organization, city**  
**or town.**

Favorite  
Olympic  
moment so far?

Favorite  
summer  
Olympic sport?



# Today's Topic

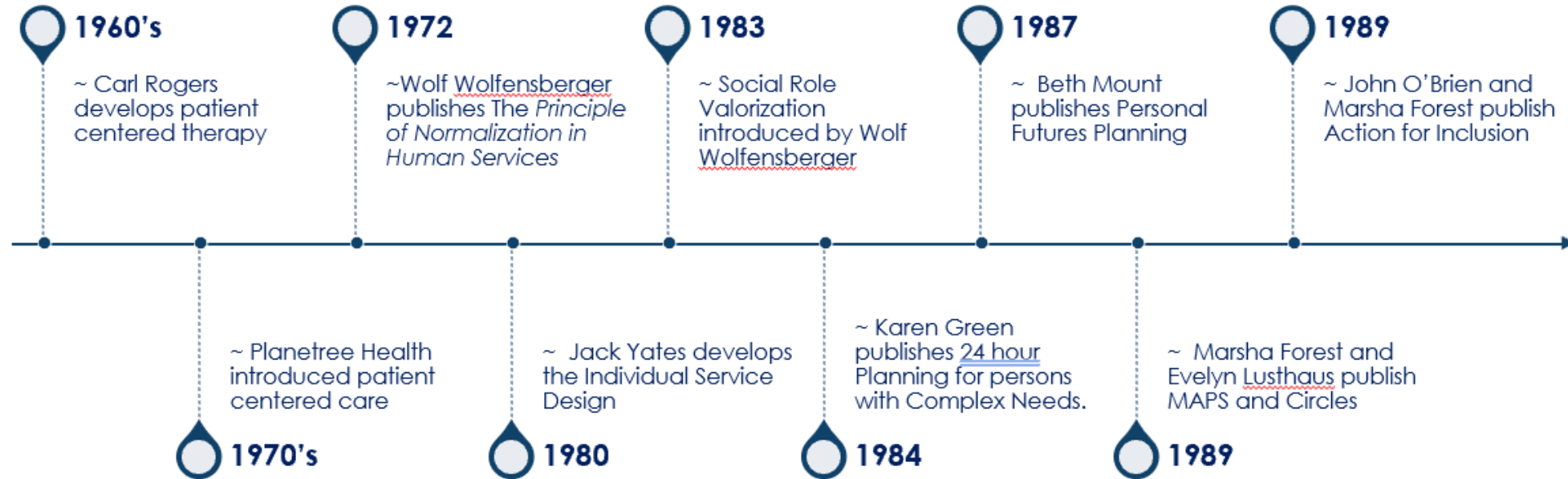
## Person-Centered Practices

1. Landscape of Person-Centered Practices today
2. Training on Person-Centered Practices
3. Vision for Person-Centered Practices and ADRCs in California



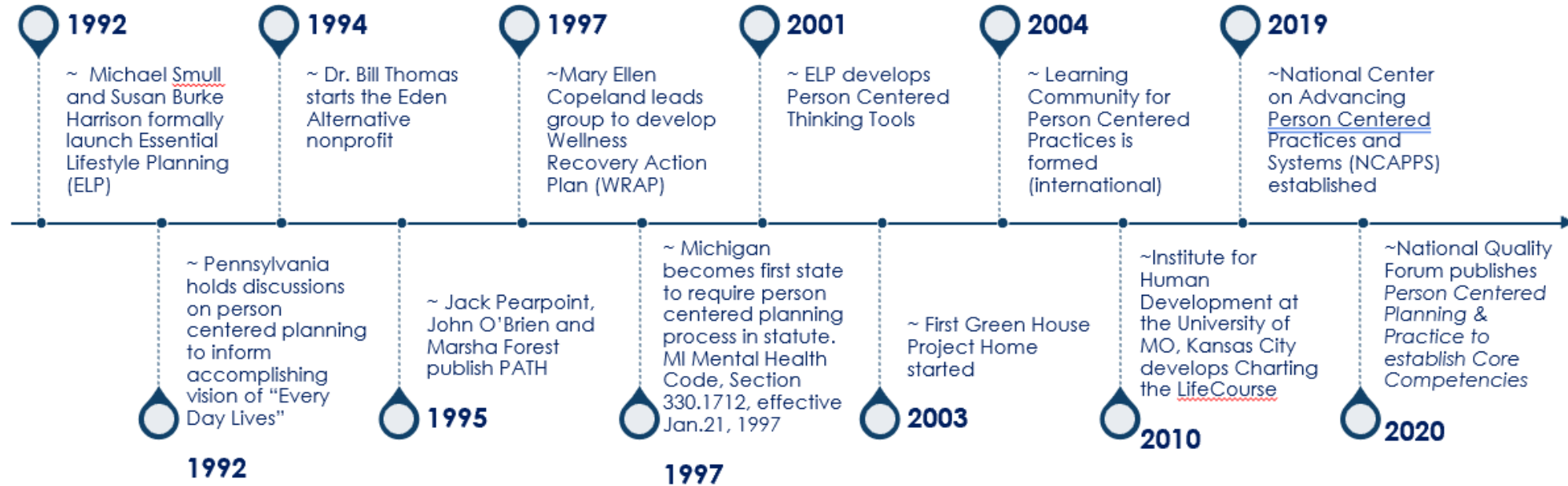
# Person-Centered Practices and ADRCs

An Overview



## A Look Back: 1960s-80s

Source: Support Development Associates



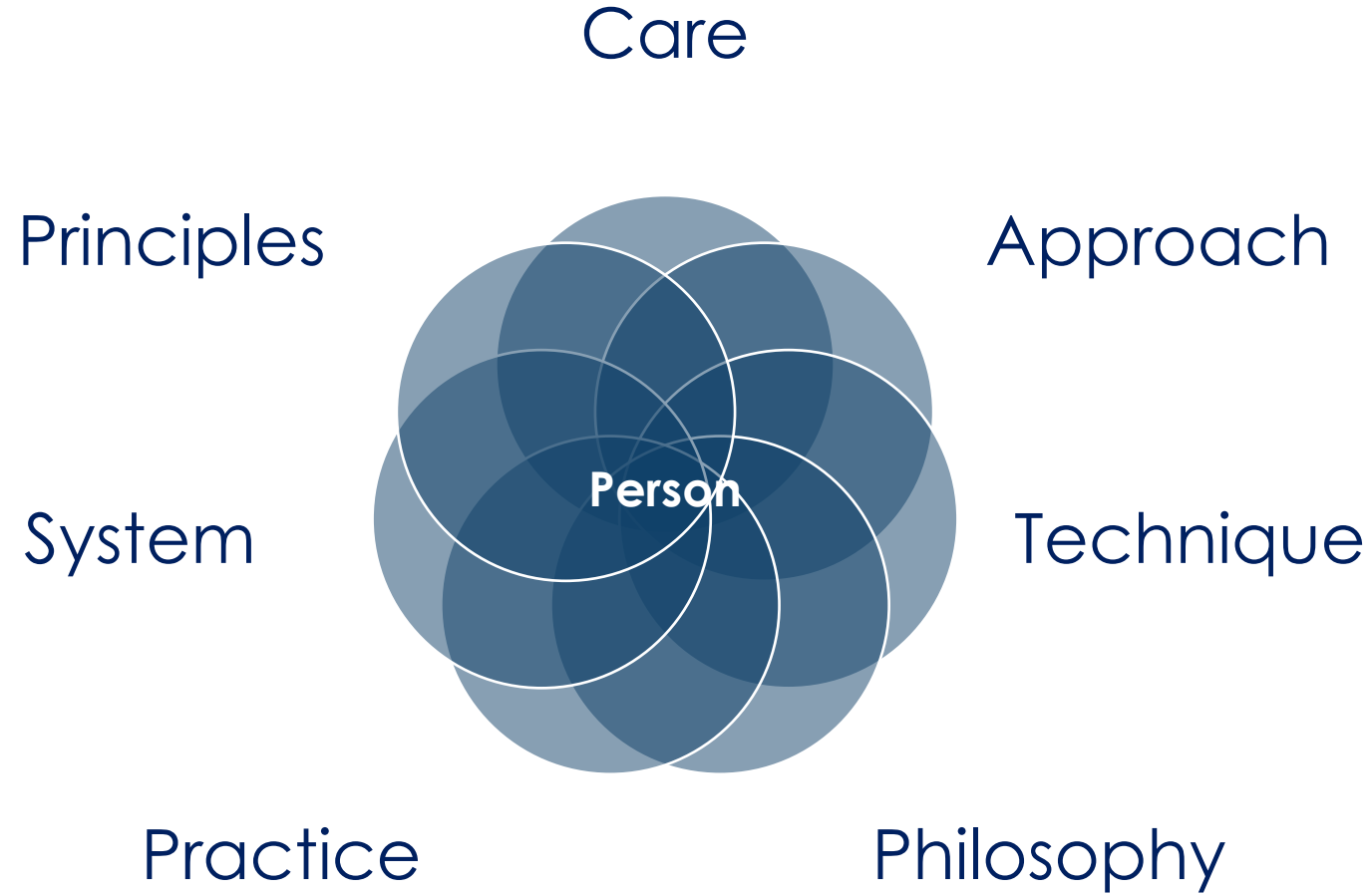
## A Look Back: 1990s-2000s

Source: National Institute on Disability, Independent Living, and Rehabilitation Research

# Person-Centered Practices

- What is it today?

# Person-Centered \_\_\_\_\_



## Services Are the Tip of the Iceberg...

Consumers experience person-centered practices by receiving services delivered with their needs at the center of all decisions.

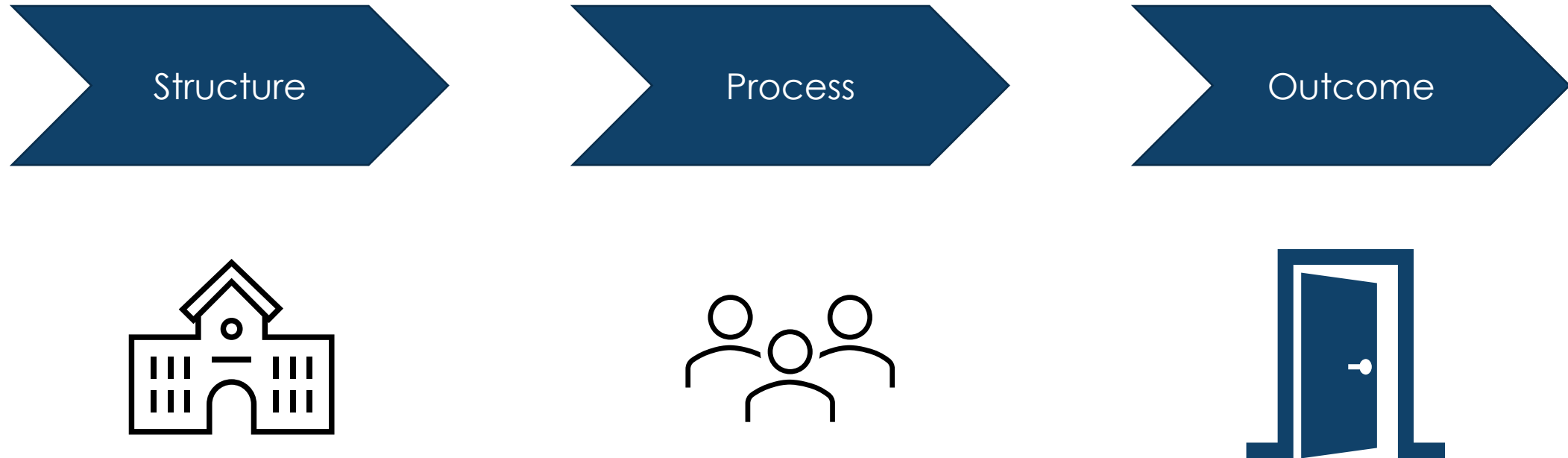
To arrive at the services being person-centered requires a shift in culture and policy.

The shift occurs when person-centered thinking is applied to an organization/system culture, policy, and practice.





# Person-Centered Systems\*



\*Adopted from "How to practice person-centred care: A conceptual framework" (Wiley, 2018)



# Today's Person-Centered System

- **Community inclusion:** People must have full access to the community and be treated with dignity and respect.
- **Focus on the person:** The person is at the center of the planning process. The person's desires should be heard, honored, valued, and reflected in the services received. People who are important in the person's life should be part of the planning process.
- **Availability of services and supports:** People should have access to an array of individualized services that meet their needs.
- **Choice and self-determination:** People should make choices (with support if needed and wanted) about services and supports as well as decisions regarding their own health, well-being, and life goals.

\*Source: NCAPPS

# Frameworks, Models, Service Delivery

## Frameworks

- Common Ground
- Motivational Interviewing
- Eden Alternative
- Charting the Life Course

## Models

- PATH
- MAPS
- Shared Decision Making
- WRAP
- The Learning Community PCP
- Transition to Independence
- Personal Futures
- WRAP
- My Life/My Plan
- Futures Planning
- Essential Lifestyle Planning

## Service Delivery

- Pioneer Networks
- Applied Self-Direction
- Options Counseling
- Community Circles



Image: Example of the PATH process

# Person-Centered Practices

- Authorities and ADRCs

# Federal Authority



- **2007 CMS Awards Real Choice Systems Change Grant**
  - Specific to *Person-Centered Planning best practices*.
- **2011 Notice of HCBS Proposed Rule**
  - Making HCBS (Center for Medicare and Medicaid Services) released, including rules on *person-centered plans and processes*.
- **2014 HCBS Final Rule Published by CMS**
  - On HCBS, including rules on *person-centered plans and processes*.
- **2014 Guidance on Implementing Person-Centered Principles**
  - Section 2402 (a) of the Affordable Care Act: *Standards for Person-Centered Planning and Self-Direction* in Home and Community Based Services Programs (HHS Secretary K. Sebelius, June, 2014)

# State Authority / State Strategies



- **Assembly Bill 1200: Section 1 (c):** Establishes the ADRC program in California state statute, acknowledging the need to enhance *individual choice* and facilitate access to LTSS based on *individual's needs, preferences, and goals*.
- **Senate Bill 453 (Hurtado, 2019): Welfare & Institutions Code Section 9120, (f)(1):** The California Department of Aging, in consultation within the ADRC Advisory Committee within the CDA, shall develop a core model of best practices:... (A) *person-centered counseling process*
- **Master Plan for Aging (2021):** *The Master Plan for Aging “must address: person-centered care, the patchwork of public services, social isolation, bed-locked seniors in need of transportation, the nursing shortage, and demand for In-Home Supportive Services that far outpaces its capacity.” \**

\*2021 State of the State Address, Governor Gavin Newsom

# Person-Centered Practices

- Vision for the Future

# California ADRCs

- **Today:** State of California Statute describes person-centered practices for Options Counseling, but does not include the other service functions
- **Future:** Per ACL, No Wrong Door systems integrate person-centered practices with the four service functions:
  - Enhanced Information and Referral
  - Options Counseling
  - Short-Term Service Coordination
  - Transition Services



A 3D rendered scene featuring a winding road on a blue surface. Several red location pins are placed along the road, with the largest one in the foreground. The background is a bright, hazy blue sky.

# Discussion

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How have your ADRC partnerships moved forward in providing a person-centered culture?



# Training

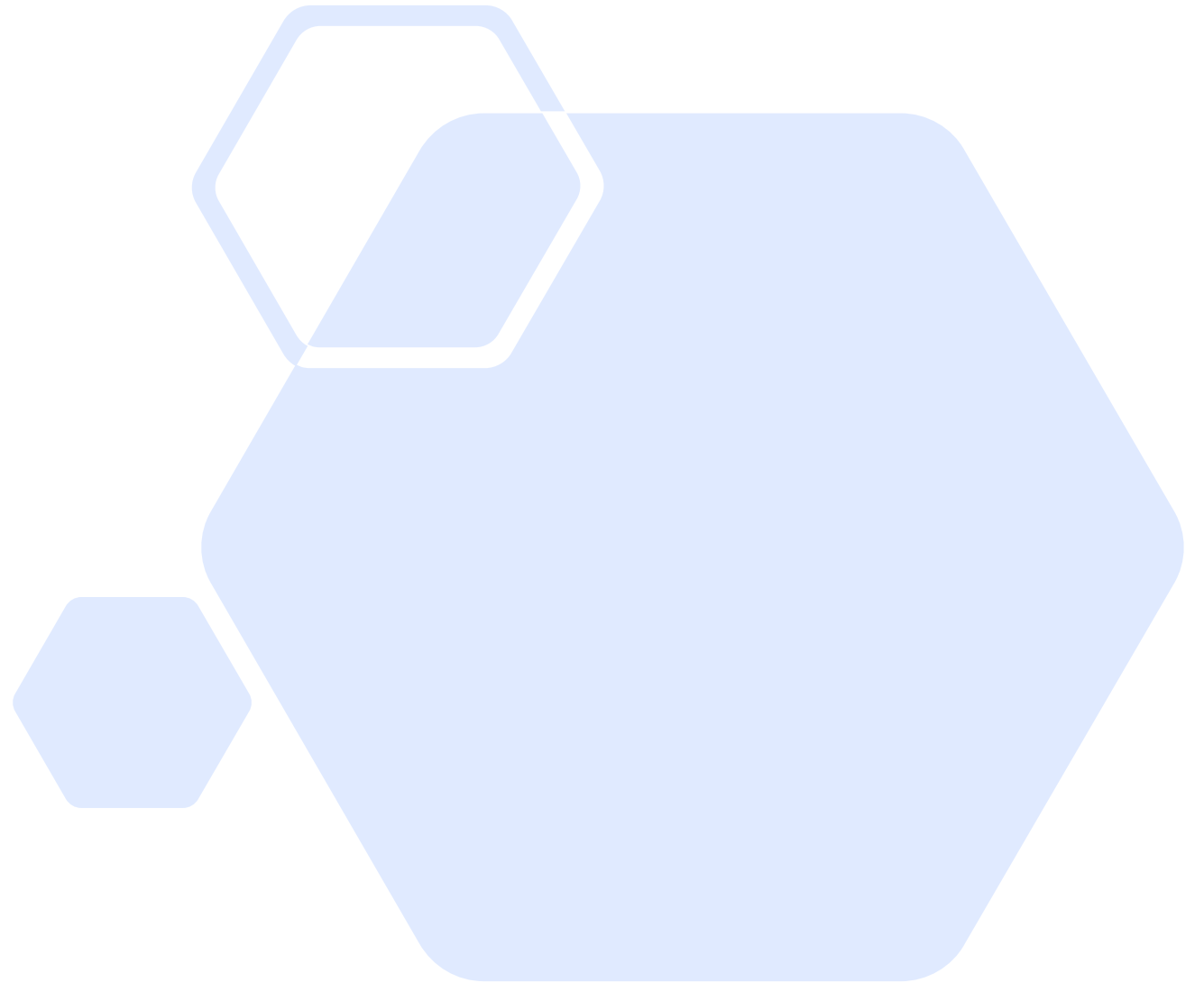
## Training

- Survey
- ADRC of San Francisco
- ADRC of San Benito

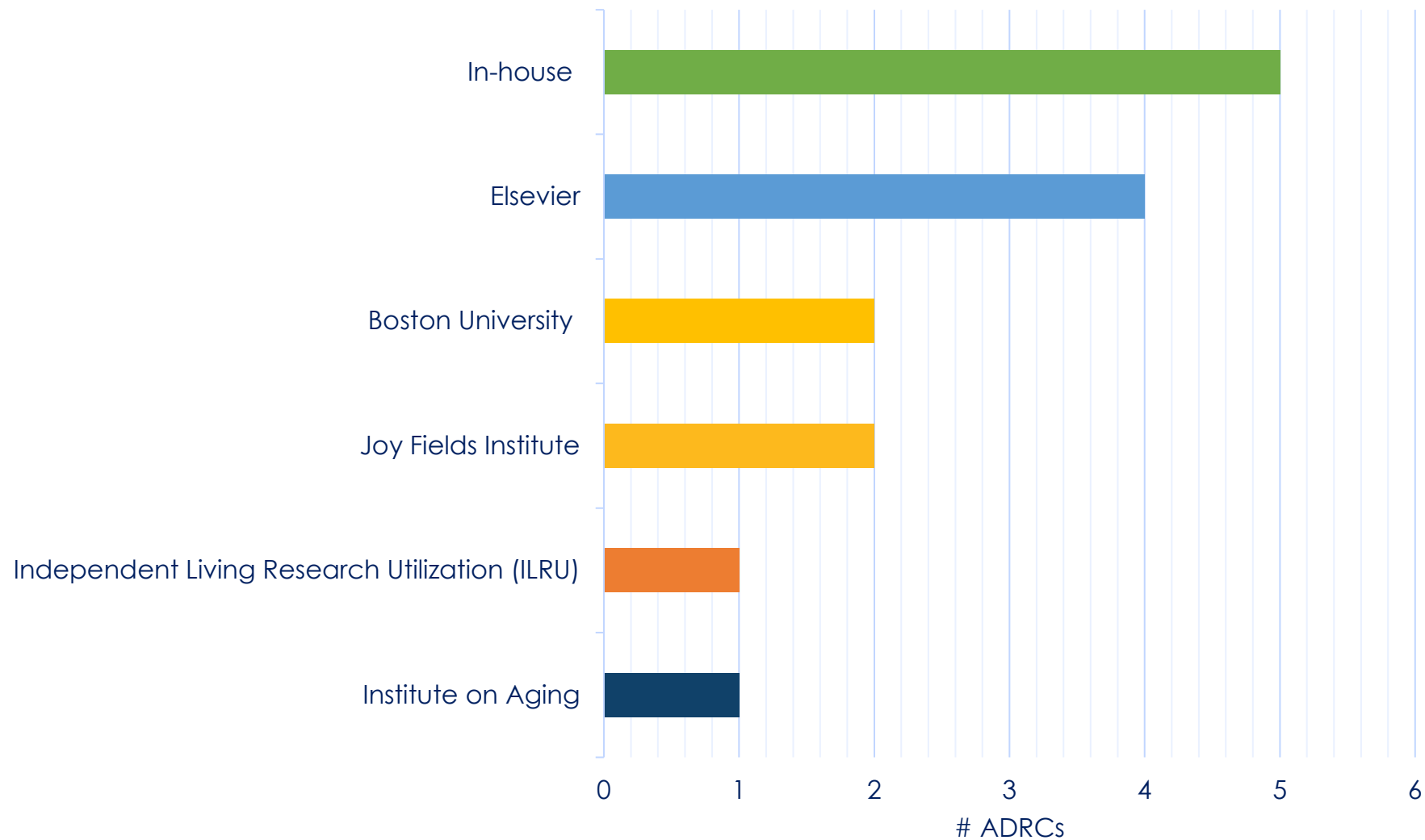
# Poll!

How does your organization train your staff on person-centered practices?

- In-house training
- Staff are hired with that knowledge (no additional training)
- Outside organization training
- We want to do this and would like recommendations
- We do not train on this currently



What trainings  
are offered  
for Person-  
Centered  
Practices at  
your ADRC?





# Training

## Training

- ADRC of San Francisco
- ADRC of San Benito

## Tools Supporting Person- Centered Practices for ADRCs

- Begin use of [No Wrong Door Tip Sheets](#) (Charting the Life Course Tools)
- Implement guidelines from [NCAPPS' Engaging People Who Receive Resources: A Best Practices Guide](#) when engaging with consumers
- [Five Competency Domains](#) for Staff Who Facilitate Person-Centered Planning (NCAPPS)
- Doing With, Not Doing For: [What It Takes to Facilitate Person-Centered Planning](#) (NCAPPS)
- Person-Centered Planning Facilitation: [Summary of Research and Findings](#)

# Talk, Learn, Connect

Questions and Comments

