### Let's Do It! Partnering on Person-Centered Service Plan

Tara Meade, MSW Fountain House

Kelly Sutton, LCSW and Jason Boye BestSelf Behavioral Health

Paul Margolies, Ph.D.

Center for Practice Innovations

NYAPRS Rehabilitation and Recovery Academy
November 16, 2021



# Learning Objectives

### Learners will:

- Define person-centered service planning
- List the core values
- Describe the steps involved in the personcentered planning process
- Explain how this is now being done in two behavioral healthcare settings – HCBS and PROS
- Describe service recipient's experience



## Agenda

- Basics of person-centered service planning
- Fountain House experience
- Best Self Behavioral Health experience
  - Service recipient's experience

# What is person-centered planning?

- Process
  - Collaborative
  - Strength-based
  - Individuals and supporters are core participants
- Plan
  - Written record of the agreements and decisions

# What is person-centered planning?

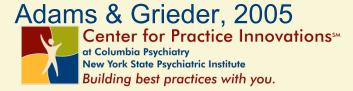
- Shift in care
  - Strengths and abilities
  - Needs and challenges
  - Personal recovery vision
- Focus
  - Whole person including physical health

### Core Values

- Collaborative
- Respectful
- Non-judgmental
- Hopeful
- Reflects strengths, not deficits

## Steps

- Strengths-based assessment
- Understanding
- Prioritization
- Desired results/goals
- Strengths/barriers
- Short-term goals/objectives
- Interventions/action steps
- Outcomes



## Helpful CPI Module

### **Core Competencies: Person-Centered Planning**

This course provides an overview of person-centered planning and the steps involved in the person-centered planning process. Role-plays are provided to demonstrate strengths-based assessment in planning for recovery. Participants will learn techniques to work with individuals to elicit goals, objectives and identify interventions to foster recovery.

### **Tara Meade**

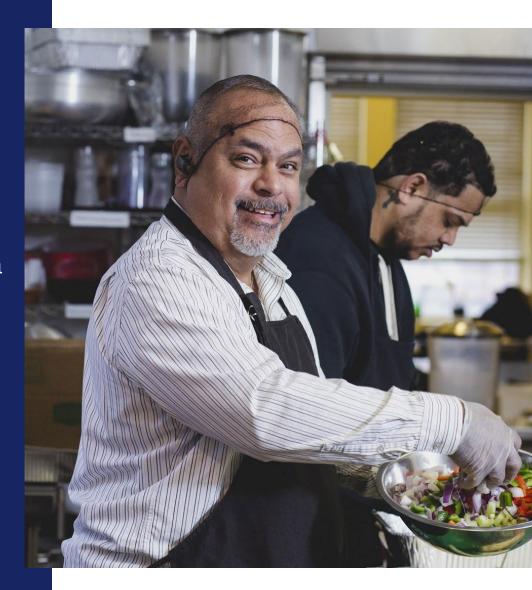
# Fountain House HCBS

# Person Centered Planning in HCBS

Tara Meade, HCBS Director



"At Fountain House, community is therapy. We work in partnership with our members — people living with serious mental illness — to ensure they are at the center of their own recovery."



#### **HCBS** Intake Process

- Begin the assessment with first phone call
- Intake meeting
- Assessment Meeting
- Service Plan Meeting
  - Power of Choice
- Service Plan Review (every 3-6 months)
  - Utilizing the service plan as a tool



### Strengths Based Approach

- Not always easy to talk about
  - Everyone has strengths!
- Holistic view of strengths
- Asking questions
- Importance of language
- Reframing challenges into strengths



### **Culture Shift**

- Discomfort for both staff & members
- For members:
  - It's "easier" to just be told what to do
    - A new experience
    - Overwhelming
    - Lack of confidence
- Staff:
  - Unlearning old habits
  - Balancing engagement & autonomy
  - Frustration



### **How to Address Challenges**

- Building trust & rapport
- Empowerment
  - "You are steering the ship"
  - No judgement
- Providing adequate training & supervision
  - 1-1 safe space, open discussion
  - Empowering staff with education
- Patience



## **Kelly Sutton and Jason Boye**

# BestSelf Behavioral Health PROS

### Person- Centered Care

- Person Centered care is carried out throughout treatment, it starts before the first appointment.
  - We offer as many options as possible such as picking the days/times they want to attend

### Person-Centered Care

- Young adults 18-25
  - Running Young adult classes helps with engagement.
  - Let them know that they are in charge of their treatment.
  - Only allow family involvement if they want it.

### **Contact Information**

Tara Meade

tmeade@fountainhouse.org

Kelly Sutton

ksutton@BestSelfWNY.org

Paul Margolies

Paul.Margolies@nyspi.Columbia.edu

