

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

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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 person-centered 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

Adams & Grieder, 2005



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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



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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.

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