

Summary: North Dakota's Person-Centered Practices Technical Assistance Plan

Statement of Need and Expected Outcomes

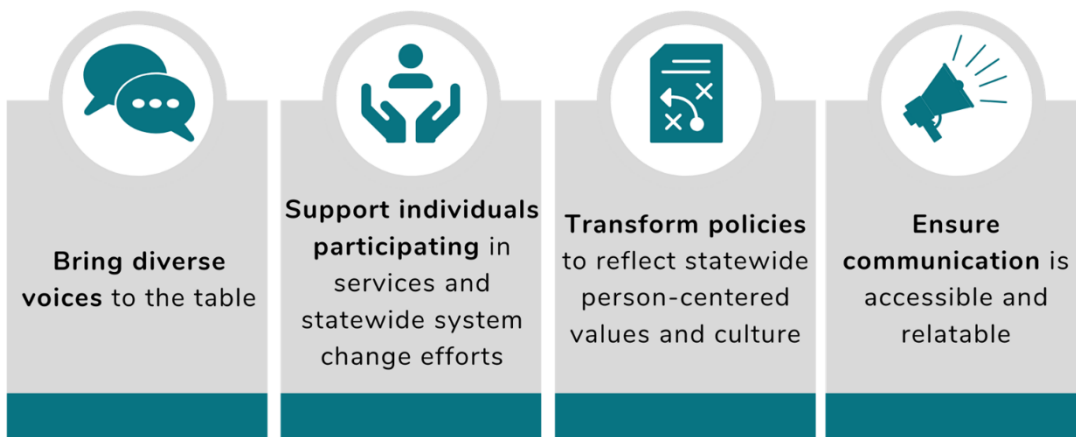
The North Dakota Department of Human Services (ND DHS) Person-Centered Practices (PCP) have evolved for decades; however, the efforts have resulted in significant variation across the department. The ND DHS Executive Leadership is supporting the development and implementation of a strong and consistent statewide vision and universal understanding of person-centeredness across all ND DHS entities and community partners.

In response to this need for systemized efforts, ND DHS developed a work group and received Technical Assistance from the [National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\)](#) for up to 100 hours of subject matter expertise for up to three years, to advance person-centered thinking, planning, and practice. The work group is composed of team members from collaborating agencies and eight divisions:

- Administration Services
- Aging Services
- Behavioral Health
- Children & Family Services
- Developmental Disabilities
- Field Services (Life Skills & Transition Center)
- Medical Services (Medicaid Office)
- Vocational Rehabilitation

NCAPPS is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services that helps states, tribes, and territories implement person-centered thinking, planning, and practice in line with US Department of Health and Human Services policy.

To implement the statewide PCP initiative to assist individuals in having control over the life they desire and fully engaging in their communities, we will:







Goals, Objectives and Completion Status

Five goals have been identified, with four active goals:

1. By March 31, 2020, all members of the Department of Human Services executive leadership team* will demonstrate understanding of and commitment to person-centered thinking, planning, and practice. (met in Year 1)
2. By December 31, 2020, a participant engagement work group will create a Participant Engagement Guide and an Asset Map and use those materials to engage diverse service user and family communities to inform systems change efforts.
3. By September 30, 2021, each ND DHS Division will complete a person-centered practice self-assessment process resulting in action plans to increase person-centered practice for each division.
4. By September 30, 2021, the ND NCAPPS team will participate in NCAPPS Group Technical Assistance and develop recommended criteria for measurement of person-centered practices at the person-level with a focus on service user and family experience.
5. By September 30, 2021, ND DHS will review, select, and implement a train-the-trainer process for person-centered practices that will include the development and utilization of resources and toolkits that will guide in the implementation of person-centered practices.

* The ND DHS executive Leadership team includes ND DHS Administrators, Division Directors, Human Service Center Directors, and Executive Leadership.

| Goals and Objectives | Complete |
|---|---|
| Goal 1: Leadership Education and Awareness | |
| Hold an orientation for all ND DHS leadership on the NCAPPS TA initiative and person-centered thinking, planning and practice. |  |
| Goal 2: Participant Engagement and Communications | |
| Convene a participant engagement work group to oversee and implement a participant engagement and communications strategy. |  |
| Identify a group of individuals who receive services and family members, that represents the diversity of populations served by the ND DHS, to support participant engagement strategies. |  |
| Begin to engage representatives from tribal nations, Urban Indian communities, and New American communities in dialogues about person-centered thinking, planning, and practices, to inform engagement and communications strategies. |  |

| | |
|--|---|
| Create a guide, <i>How to Engage Individuals Who Receive Services</i> , outlining North Dakota’s best practices for fully and effectively including individuals who receive services in workgroups, teams, and decision-making processes. | ✓ |
| Create a fully accessible web page to share information on North Dakota’s Person-Centered Practices initiative, including status updates on the self-assessment process, resources, and opportunities to provide input and direction. | ✓ |
| Create an Asset Map to document existing stakeholder assets, groups, and initiatives; encourage systematic and strategic thinking across ND DHS and its multiple service providers; inform and support equitable engagement; and expand upon current systems and processes. | ✓ |
| Using the Asset Map, identify target groups to engage to guide the development of each division’s action plan. | ✓ |
| Make a formal public announcement about the systemwide self-assessment via multiple channels including the ND DHS website, social media (Facebook and Twitter), and advocacy and provider groups. | ✓ |
| Convene service user and family groups to identify a consensus definition in North Dakota for person-centered thinking, planning, and practice. | ✓ |
| Hold a Person-Centered Practices Summit, open to the public, to raise awareness about the North Dakota Person-Centered Practices Initiative. | ✓ |
| Create a guidance document that specifies use of the Asset Map and Participant Engagement guide to engage people who use services and other stakeholders in the Self-Assessment Action Plan development process. | |
| Create and deploy a communications plan to ensure ongoing awareness and promotion of materials developed, including the Asset Map, Participant Engagement Guide, and PCP Summit Materials. | |
| Create and deploy an engagement sustainability plan to ensure ongoing participant engagement in remaining goals, and engagement after the conclusion of technical assistance/the PCP initiative. | |
| Goal 3: Systemwide Assessment | |
| Establish an online self-assessment tool for people who manage programs that offer support services in North Dakota to measure their progress toward building a more person-centered system. Each division within ND DHS will engage in the self-assessment process and utilize the internal tool. | ✓ |
| Pilot the Person-Centered Practices Self-Assessment by gathering a baseline measurement for one ND DHS division (Aging Services). | ✓ |

| | |
|---|---|
| Create and maintain a process document detailing the steps in the self-assessment process, including establishing baseline scores and engaging with stakeholders, including individuals who receive services, to inform the action plan. | ✓ |
| Provide orientation for all ND DHS division leaders on the Person-Centered Practices Self-Assessment process and tool. | ✓ |
| Complete the self-assessment process with Aging Services. | |
| Complete the self-assessment process with the Developmental Disabilities Division. | |
| Complete the self-assessment process with the remaining 14 ND DHS divisions and departments: Administration Services, Behavioral Health, Children & Family Services, Field Services (Life Skills & Transition Center), Medical Services (Medicaid Office), and Vocational Rehabilitation. | |
| Goal 4: Measuring Service User Experience | |
| Participate in Group Technical Assistance focused on measuring Person-Centered Thinking, Planning and Practices at the person level. | |
| Compile current measures being used by all ND DHS Divisions that may reflect Person-Centered Practices. | |
| Convene service user and family groups to identify a consensus ND DHS definition for person-centered thinking, planning, and practice. | |
| Convene service user and family groups to understand outcomes of importance and how best to measure their PCP experiences. | |
| Develop recommended criteria for measuring PCP at the person-level, with a focus on service user and family experiences, and share with ND DHS Executive Leadership and division leadership. | |
| Goal 5: Establishing a Train-the-Trainer Program | |
| Create a crosswalk of current trainings used across ND DHS and contracted providers with the NCAPPS Staff Competency Domains. Using the crosswalk, identify strengths and gaps within each division to inform remaining objectives. | |
| Develop draft training methods, materials and tools based on the crosswalk, consultation with Subject Matter Experts, and NCAPPS Staff Competency Domains. | |

| | |
|---|--|
| <p>Convene service user and family groups to vet the training materials to ensure accuracy and that the training is culturally and linguistically responsive.</p> | |
| <p>Establish and implement quality monitoring and improvement plan.</p> | |
| <p>Design a long-term sustainability plan that develops the train-the-trainer model, identifies target audiences, and outlines the frequency of training.</p> | |