1003.0 Person Centered Planning

1003.1 Policy Approval Clearance Record

☐ Rural Services Policy ☒ Mental Health Policy ☐ Developmental Services Policy	This policy supersedes: N/A	Number of pages in Policy: 4
Review by Representative from the Office of the Attorney General:	Date: MM/DD/YYYY	Date Policy Effective: 10/28/11
Rural Services Director Approval Signature: *Barbara Legier*	Date: 10/28/11	Policy Lead: Eric Skansgaard

1003.2 Statement of Purpose

1003.2.1 **Policy Statement:** Rural Services supports Person Centered planning, client empowerment and the establishment of natural supports to enhance a person's ability to be self-determining and direct their service plan.

1003.2.2 **Purpose:** The purpose of this policy is to establish procedures to ensure consistency with person centered planning throughout all levels of the service delivery system.

1003.3 Authority

MSM 403.2(6)(g)
NRS 433.494

1003.4 Unique Definitions and Acronyms

1003.4.1 **Community Action and Participation** – Supports maximize the use of generic services and personal resources and are offered in the environment in which the skill is typically used. Natural support networks are encouraged and promoted.

1003.4.2 **Empowerment** – An individual acts as his or her own advocate and as the decision maker. The focus is on abilities and capabilities. Individual desires, preferences, personal choice and individual satisfaction are honored and respected. In the absence of direct, individual expression, the responsibility for the development of the ability to self-determine becomes a support responsibility and is part of the Person Centered plan.

1003.4.3 **Health and Safety** – The person centered plan assures dignified, respectful and adequate supports that result in the presence and achievement of health and safety for the individual.

1003.4.4 **Outcome Based** – The person centered plan focuses on increasing any or all experiences that are valued by the person (e.g., growing in relationships or having friends; contributing or performing functional/meaningful activities; participating in the life of the community; gaining respect or having a valued role which expresses the person's gifts or talents; or making choices that are meaningful and express individual identity). The effectiveness of supports and services are measured by how they function to produce desired results.

1003.4.5 **Person Centered** – Actions, changes or functions that focus on the person and his/her desires, dreams, strengths, and needs for support.

1003.4.6 **Person Centered Supports** – Support and service activities focus on the individual and facilitate the achievement of the person's desires for the future.

Supports address the gap between what is the case now and the outcomes important to the person.

1003.4.7 **Person Directed** – The plan is based on a person's vision of what he or she would like to be and do. The plan is not static, but changes as new opportunities and obstacles arise and as the person's circumstances and desired future changes.

1003.5 Procedures

1003.5.1 **Client Information and Education** – The entire process of person centered planning and service provision and evaluation is an education process that is designed to enhance a person's ability to be self-determining and direct his/her service plan. Specific steps include, but are not limited to, the following:

A. At intake, prior to planning meetings and at least annually, clients will be provided information and education concerning their personal rights and responsibilities. The designated staff person responsible for case oversight will assure that supports are in place so that the person's rights and responsibilities are understood and that particular rights that are important to the person are recognized and addressed by the person centered planning team. The goal of this education will be to enhance each person's ability to be a self-advocate.

B. At intake and at least annually, clients will be provided information and education regarding access to due process and what steps to take to appeal decisions regarding services and supports.

C. The designated staff person responsible for case oversight will assure the person is knowledgeable about service options. This may include supporting the person to have experiences and exposure to various options. For people with limited experience or knowledge, education regarding options may need to be addressed in the person centered plan.

D. Clients will be continually supported, through training, coaching, and experiences, to understand and make decisions regarding their role in the planning process, and to take a leadership role in the planning and evaluation process.

1003.5.2 **Identify the Future the Person Desires**

A. Staff responsible to assure the development of the person centered plan will take time to establish a trusted relationship with the person before attempting to obtain information.

B. The designated staff person responsible for case oversight will obtain information from the person and/or people who know and care about him/her (as necessary) regarding personal history, values, desired future (goals), and existing barriers toward reaching those goals.

C. The designated staff person responsible for case oversight will assure that accommodations are provided that may be necessary to assist the person to articulate this information. Different participants, settings and conversations may be necessary to discover the information needed as a basis for planning.

D. All staff will protect the person's right to privacy by obtaining permission to talk with family, friends, co-workers, support staff, etc., before attempting to obtain information.

E. The designated staff person responsible for case oversight will offer experiences and exposure to a variety of opportunities to assist the person to cultivate new options and choices and be knowledgeable about his/her service options.

1003.5.3 Plan for the Future the Person Desires

A. The designated staff person responsible for case oversight will assure that information, assessments and evaluations are obtained from professionals and others that may be related to the person's needs and desires. This information will be available to all members of the planning team for the purposes of planning supports and services.

B. The designated staff person responsible for case oversight will arrange for or assist the person to communicate with those family members, friends, support staff, etc., chosen or identified by the person to meet and participate in the planning team to confirm the person's desired future and develop a plan for achieving that future.

C. The planning team will develop a person centered plan in partnership with the recipient of services (with the assistance and consultation of professional staff as the person desires or needs). The plan will identify the supports and services the person needs and desires in order to achieve his or her desired future or outcomes. The plan will provide for the least restrictive treatment that may reasonably be expected to benefit the person.

D. The designated staff person responsible for case oversight will arrange for review of the individualized plan. The plan will be reviewed thoroughly on at least a quarterly basis in a manner that promotes refinement and revision throughout the year, based on information about outcomes and as the needs, desires, and circumstances change. This requirement is consistent with NRS 433.494.

E. The minutes of the person centered plan of service must be documented and maintained according to federal and state regulation and Nevada Revised Statutes.

1003.5.4 Required Members of the Planning Team

A. Each planning committee or team includes the individual, people chosen by the individual (with consultation from the family if he/she is a minor), direct support staff, services coordinator(s) or case manager(s), the person's substitute decision maker (legal representative or legal guardian) if applicable, and others as needed and desired by the person or legal guardian.

B. Other planning committee members may include people who represent specialty areas relevant to the needs and desires of the individual, and may be necessary to meet federal and state requirements.

1003.5.5 Pursue the Necessary Supports and Services

A. The planning team will identify the supports and services necessary to promote success of the plan.

B. The planning team will identify who is responsible for providing each support and a timeline for achievement of goals.

C. The planning team will ensure that supports and services focus on the person, not on a program description or slot.

D. The planning team will ensure that supports and services augment and enrich and plan and do not necessarily supplant those provided by an existing network of people who already interact with and/or assist the person.

E. The planning team will ensure that the plan is fluid and provides ways to refine and revise supports and services based on outcomes and as the person's desires grow and change.

F. The planning team will identify specific methods to measure progress towards the person's goals.

1003.5.6 Utilize the Person's Feedback

A. The Clinical Program Manager II and designated staff person responsible for case oversight will ensure that feedback is obtained from the person in order to evaluate the effectiveness and relevancy of the plan.

B. Feedback can be an informal process that encourages and empowers the person to provide ongoing communication directly to his or her providers, staff, and the designated staff person responsible for case oversight

C. Feedback can be a formal process of regularly soliciting the person's opinion on his or her satisfaction with the planning process, the delivery and outcomes of the supports and services received. A tool pre-approved by the agency, such as the Outcome Rating Scale will be utilized for this purpose.

D. Feedback is an ongoing process. The designated staff person responsible for case oversight will ensure that there is a process to resolve complaints.

1003.5.6 **Supervisory Responsibilities:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify recommendations for improvement.

1003.6 Policy Cross Reference

1003.6.1 MHDS 4.038 Person Centered Service Planning