

Person Centered Practices Assessment Tool (PAT)

Assessment, Discovery, Exploration

This domain is about the identification and achievement of people’s dreams. This includes the use of strategies and tools to help balance what is important to and for the person. It also includes using the person’s input to set service goals and priorities as well as acting on the desires and dreams of the person.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

1. Assessment, Discovery, Exploration			
	Domain	Source	Examples
1.a	The LA helps individuals identify and achieve their desires and dreams, not judge them.	<ul style="list-style-type: none"> • MnCHOICES • Support plan • Case notes • Case manager survey • Conversations with LA 	<p>There is documentation about what a person’s dreams and desires are for the future.</p> <p>There is documentation about how a person will work towards achieving a dream or how they did achieve a dream.</p>
1.b	The LA use strategies and tools that help people balance what is important to them and what is important for them.	<ul style="list-style-type: none"> • MnCHOICES • Support plan • Case notes • Conversations with LA 	<p>There is documentation about what is important to the person and how it influences and changes important for. Also information about how to honor important to will preserving important for.</p>
1.c	An individual's input is valued and leads to setting service goals and priorities	<ul style="list-style-type: none"> • MnCHOICES • Support plan • Case notes • Person centered plan 	<p>There is documentation about the service goals a person wants and they are in the plan because it is what the person wants/prefers. Goals may be written in a person’s own words. This is connected to the person’s level of engagement in selecting services and supports (i.e. what do they want help with).</p>
1.d	The LA act on the desires and dreams of the individuals they work with; They update them annually or when requested	<ul style="list-style-type: none"> • MnCHOICES • Support plan • Case notes 	<p>There is documentation that the case manager has updated a person’s goals, dreams and desires each year. Last year’s information is not repeated.</p> <p>This includes services and supports the person is receiving to help to reach their dreams or make progress on things they want to achieve.</p>

Planning Practices

This domain is focused on involving the person in planning processes; the agency provides supports to ensure informed decisions can be made but the person directs the planning. This domain also covers the language in the plan; that it is written in plain language and accounts for the persons preferred communication needs and preferences. The plan should also be responsive to and respectful of the person’s history, needs, interests, desires, and dreams.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

2. Planning Practices			
	Domain	Source	Examples
2.a	Individuals direct the planning process and involve any other supporter they choose.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Focus group 	There is documentation about a person’s involvement in planning the meeting such as choosing where and when the meeting is held and who is invited. The evidence may say yes it works for the person or no it doesn’t.
2.b	They provide support to ensure individuals are able to make informed choices.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan 	There is documentation that shows that information is provided to a person in the way the person can understand it, with detail about all available choices.
2.c	They communicate information in plain language and respond to an individual's communication needs and preferences.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Case manager survey • Conversations with LA 	There is documentation that the information is provided in plain language using the persons preferred communication methods (e.g. preferred method of communication is documented and used).
2.d	They ensure the individual's service plan is responsive to and respectful of the individual's history, needs, interests, desires, and dreams.	<ul style="list-style-type: none"> • Support plan • Provider survey • Case notes 	The support plan details the goals, services and supports in a way that is respectful to the person (e.g. having a positive tone instead of a negative one). If case notes indicate critical things in a person’s life that may impact services, are those things included in the support plan?
2.e	The LA effectively manage risk and incorporate it into the planning process.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Focus group 	There is documentation about the risks a person is facing and how they will be managed or if the person chooses not to mitigate risks. The risk is falls and person will use walker.
2.f	Plans are reviewed and updated as an individual’s desires and goals change.	<ul style="list-style-type: none"> • Support plan • Provider monitoring forms • Case notes 	Support plans are reviewed and updated frequently as goals change. The updates happen more than once a year for each person (e.g. when the person’s goals, needs, or circumstances have changed).

Community Participation and Inclusion

This domain focuses on ensuring the agency is providing opportunities for people to connect with others in their communities of choice, people are encouraged and supported to develop valued roles in their communities, and opportunities for community-based education, employment and volunteering are promoted.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

3. Community Participation and Inclusion			
	Domain	Source	Examples
3.a	The LA ensure their services do not create barriers to community participation.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Focus group • Supervisor meeting 	Service delivery doesn't prevent community participation. Evidence of Case managers /assessors or providers encouraging community participation, making referrals, etc.
3.b	The LA provides opportunities for individuals to connect with others in their communities of choice.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Focus group 	Services and supports are offered and available to a person to participate in the community. There are plans for transportation so a person can get to church or community events.
3.c	People are encouraged and supported to develop valued roles in their communities.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Provider survey 	Providers and case managers offer opportunities for people to participate in the community, to make connections. Services may include transportation or reminders about community events.
3.d	The LA promote and provide opportunities for community based education, employment, and volunteering to the people they support.	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Focus group • Program summary data • Conversations with LA 	There is documentation that shows LA staff are encouraging people to work or volunteer and can or will connect people to the opportunities in their community. LAs performance on earning measure. Is LA proactive in its work with vocational providers?

Current Level of Support and Services

This domain centers on providing supports and services that are shaped by the person, customized to fit their needs and desires, and help people live and stay in the community. Also of importance is that the supports and services are respectful of a person's history and cultural background.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

4. Current Level of Support and Services			
	Domain	Source	Examples
4.a	The LA provides supports and services that respect an individual's history and cultural background	<ul style="list-style-type: none"> • MnCHOICES • Case notes • Support plan • Provider reports • Case manager survey • Provider survey 	There is documentation about why certain services are chosen to support a person (e.g. using CDCS or having services delivered by a person who speaks their language or is a part of their culture).
4.b	The individual's plan informs choices and shapes the way services are delivered.	<ul style="list-style-type: none"> • Support plan • Provider reports • Provider addendum • Provider monitoring forms 	LA staff are documenting in and /or monitoring support plans to ensure services are delivered in the way the person wants (e.g. by whom the person chooses at the time the person wants services delivered).
4.c	The LA is creative in finding ways to help individuals achieve their goals and work with other organizations to address service gaps.	<ul style="list-style-type: none"> • Case notes • Focus group • Provider survey • Site visit meetings 	LA staff and providers work outside the box to deliver services the person needs and wants. Documentation that the person wanted xyz and case manager worked with provider to make it happen.
4.d	They provide supports and services that help individuals live and stay in the community.	<ul style="list-style-type: none"> • Case notes • Program summary • Focus group • Surveys • Site visit meetings 	LA staff work hard to keep people in their own communities and have the belief that people can remain in their own community. LA works with providers to develop local in-home services to make it possible. LA staff help people to return to their local community to live.
4.e	They offer a wide variety of support options when possible and collaborate with community partners, if needed.	<ul style="list-style-type: none"> • Case notes • Program summary • Focus group • Surveys • Site visit meetings 	There is a lot of different services for people to use in their community. The LA is creative in finding solutions using formal and informal supports. LA staff participate in community meetings and/or host monthly provider meetings.

Organizational Design and Processes

This domain deals with the overall mission, vision and values of the agency; are they integrating person-centered supports and services, providing training and resources to staff and providing opportunities for people and their families to engage in shaping the strategic plan.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

5. Organizational Design and Processes			
	Domain	Source	Examples
5.a	The LA’s mission, vision, and values help them integrate person-centered supports and services throughout the organization.	<ul style="list-style-type: none"> • Site visit meetings • Focus group • Provider survey • Case manager survey • Conversations with LA 	The LA staff walk the talk. They have discussions at meetings about implementing PCP principals in their work life. Do LA staff make statements that contradict basic principles of PC practices?
5.b	Staff have the training and skills to offer person-centered supports and services.	<ul style="list-style-type: none"> • Site visit meetings • Focus group • Provider survey • Case manager survey 	All staff have attended formal PCP trainings (e.g. ICI’s thinking and planning training). The LA has reoccurring PC training with staff. Regardless of amount of formal training received, do staff seem open to PC principles?
5.c	Staff have the resources to offer person centered supports and services.	<ul style="list-style-type: none"> • Site visit meetings • Focus group • Provider survey • Case manager survey 	Leadership supports staff by providing good support, supervision and training resources. Caseloads are manageable. LA staff have the tools and time they need to do their job.
5.d	The LA are willing to change policies and practices to ensure individuals receive person-centered supports and services that maximize choice, control, and direction	<ul style="list-style-type: none"> • Site visit meetings • Focus group • Provider survey • Case manager survey • Provider monitoring forms 	LA staff are receptive to change, willing to listen to other ideas. They are interested in seeking out better or new ways to do things (e.g. has a continuous improvement philosophy). They use satisfaction/ monitoring tools.
5.e	Staff are trained in and are using positive interventions.	<ul style="list-style-type: none"> • Site visit meetings • Case files • Provider survey 	LA staff have participated in positive support rule trainings. PSTP cases are complete and well done.
5.f	The LA provides opportunities for individuals and their families to engage in leadership roles or to shape the LA strategic plan in meaningful ways.	<ul style="list-style-type: none"> • Site visit meetings • Focus group • Supervisor Meetings 	The LA gathers consumer feedback and input in a formal systematic way and uses the feedback to shape the way they do their jobs.

Evaluation of Person-Centered Practices

This domain is focused on evaluation of the quality of supports and services; that it is routinely measured and used to inform decisions about service improvements. Also that people, their families, and staff are engaged by the agency to evaluate the supports and services.

Scale: 1–Never evident; 2–Rarely evident; 3–Sometimes evident; 4–Mostly evident; 5–Always evident

6. Evaluation of Person Centered Practices			
	Domain	Source	Examples
6.a	The quality of supports and services is routinely measured and resulting data is used in organizational planning.	<ul style="list-style-type: none"> • Site visit meetings • Program summary • Provider monitoring forms 	The LA analyzes data from multiple sources to improve their business practices.
6.b	Staff is regularly engaged in assessing and improving programs and services.	<ul style="list-style-type: none"> • Site visit meetings • Supervisor interviews • Case notes • Case manager survey 	Discussions are held at LA staff meetings and changes are made as needed. Staff recognize it's their role to talk to people about how services are going. The LA monitors its services as well as other HCBS providers.
6.c	The LA engages individuals, their families, and their advocates to evaluate their supports and services.	<ul style="list-style-type: none"> • Site visit meetings • Supervisor interviews • Focus group • Provider survey • Case notes 	The LA gathers feedback and input in a systematic way and uses the feedback to shape the way they do their jobs. LA participates in community /advocacy groups (e.g. VA groups, CTIC, etc.)
6.d	They collaborate with other agencies and stakeholders as a mechanism for quality improvement.	<ul style="list-style-type: none"> • Site visit meetings 	The LA holds meetings routinely with providers to discuss issues. LA participates on committees in the local area such as mental health initiatives for employment.
6.e	They use feedback from staff and participants to inform decisions about service improvements.	<ul style="list-style-type: none"> • Site visit meetings • Supervisor interviews • Focus group • Provider survey • Provider monitoring forms 	The LA gathers feedback from people in a systematic way and compiles the results and uses it to make improvements. LA is open to continuous improvement philosophy.