

# Person-Centered Planning



# Evaluation Questions

1. Where and what are the breakdowns in the person-centered planning process?
2. What is working well in the person-centered planning process and how can those components be maximized?
3. What are the information and training needs around person-centered planning for all stakeholders?
4. What do stakeholders deem important to improve this process?
5. What updates to current person-centered planning documents and tools would better facilitate the process?

# Data and Analysis

- Data sources:
  - Individual and small group interviews
  - Qualtrics survey
  - Focus groups with self-advocates
  - Feedback at various Division meetings
  - Implementation Strategies input group
  - Document review
- Analysis: thematic analysis



# Stakeholder Feedback

# Themes

- Person-Centered Planning Process and Documents
- Person-Centeredness
- Information Dissemination
- Relationships
- Other

# Process and Documents

- Discovery Tool and process working well
- Document redundancies
- Breakdowns in outcomes
- Breakdowns in timelines
- Personal Plan working well

# Person-Centeredness

- A general lack of person-centeredness
- Process *was* person-centered/driven
- ISCs don't know the individuals they are working with
- A lack of provider buy-in/follow-through

# Information Dissemination

- Lack of stakeholder understanding of person-centered planning
- Breakdown in training
- Lack of clear expectations about stakeholder roles and general process expectations
- Inconsistent/inaccurate information dissemination



# Relationships

- Breakdowns in stakeholder communication and collaboration
- Stakeholder communication and collaboration *was* working well
- Lack of stakeholder accountability and oversight
- Positive relationships with ISCs



# Recommendations

# Recommendation 1

*Provide robust, consistent, and ongoing training through the Division on the person-centered planning process and concepts to all stakeholders and also consider the training needs of specific groups of stakeholders.*

# Recommendation 2

*Identify a point person within BQM to act as technical assistance and to provide training on person-centered planning to people with disabilities, families, ISCs, and providers.*

# Recommendation 3

*Clearly identify and communicate where information related to the person-centered planning process is housed within the Division. Ensure that information matches across documents and platforms.*

# Recommendation 4

*Ensure better communication and collaboration among ISCs and providers in the person-centered planning process.*

# Recommendation 5

*Ensure accessibility, consistency, and completeness of person-centered planning documents by the ISC.*

# Recommendation 6

*Ensure accessibility, participation, and preferences of the individual within person-centered planning meetings with ISCs.*