

Person-Centered Budget Algorithm January 22, 2021

Information submitted by Tasia Sinn (HCPF) to supplement her presentation during the Advocates Communication Meeting

In developing the new Assessment and Person-Centered Support Plan (A/PCSP) process, the intent of the Department has always been to have a process that is person-centered and inclusive of all individuals. The new A/PCSP process was designed to ensure that discussions about preferences, culture, religion, and personal values were prompted rather than assumed to be occurring.

The new A/PCSP process includes a series of modules to allow for more natural flow of conversation. From the outset, we envisioned that the Personal Story module would occur as the first step in the A/PCSP process so the case manager could really get to know the participant and what is important to them prior to asking about support needs. The intention is to allow the case manager to work with the participant and their support network to address goals in a way that are culturally and personally meaningful to the participant rather than taking a prescriptive approach in which the case manager only acknowledges support needs. The Personal story begins with the following prompts:

- Preferred name, nickname. (Includes both names the participant prefers and does not prefer. For example, Andrew might be fine with being called Andrew or Drew but does not like to be called Andy.)
- Family, home or pets. (For example, you may have relatives that visit with you; you may have a pet that is important. If you have a service animal, you should describe how the service animal helps you).
- Work and education. (For example, you may have attended classes or worked at a job that you really enjoyed, or you may have special training that you want others to know.)
- Leisure time or personal interests (For example, you may have hobbies you enjoy or belong to a special interest group.)
- Religion, culture, traditions or personal values. (For example, you may need support personnel to understand that your appearance needs to follow certain cultural or religious practices.)
- Surroundings that are important for you to feel your best or do well with activities. (For example, you may need your surroundings to be set up a certain way or may react to certain smells or noises.)

- Health. (For example, you may have health concerns, such as diabetes, that are monitored daily.)
- Responsibilities. (For example, you may spend time taking care of grandchildren or an older parent or be a self-advocate.)

The case manager then captures information about what their strengths are, worries or concerns, good and hard days, and preferences. This is followed with a discussion of the participant's support network and people important to them, their goals, and any plans/protocols/other information they would like to share.

All of this information allows the case manager to tailor their approach so that the A/PCSP is comfortable and in line with the participant's preferences and expectations. While much of the information in the A/PCSP needs to be captured in a standard format to ensure reliability, the Personal Story provides a mechanism in which the participant can tell their story. In piloting the Personal Story one participant responded, "This is the first time I've felt human in an assessment".

Another very important element to ensuring cultural competence of the new A/SP is case manager training. The training is still in the development phase and the Department would be interested in soliciting any example trainings that are effective at conveying the principles of cultural competence when working with diverse populations. We will be including person-centeredness training, which may be similar and achieve similar goals, but want to be sure we include the cultural competence piece as well.

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