Person-Centered Practices System Change: Minnesota’s Experience

Alex Bartolic
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Minnesota’s 87 counties

Similarly-sized counties are grouped into cohorts for purposes of comparison when measuring outcomes and progress.

11 Tribal Nations
Public Policy Supported Home and Community Based Services

<table>
<thead>
<tr>
<th>Year</th>
<th>% to Institutions</th>
<th>% to HCBS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1995</td>
<td>51%</td>
<td>49%</td>
</tr>
<tr>
<td>2000</td>
<td>34%</td>
<td>66%</td>
</tr>
<tr>
<td>2005</td>
<td>19%</td>
<td>81%</td>
</tr>
<tr>
<td>2010</td>
<td>12%</td>
<td>88%</td>
</tr>
<tr>
<td>2015</td>
<td>9%</td>
<td>91%</td>
</tr>
</tbody>
</table>
Demographic and economic pressures

• Minnesota is growing older. More older adults increase the need for long term services and supports and adds pressure to state budget.

• At the same time, Baby Boomer retirements increase competition for workers.

• Minnesota will remain an older state into the foreseeable future.

• We have increasing evidence of labor force shortages.
Projected growth in labor force
Annual average, Ages 16+

Source: U.S. Census Bureau, Minnesota State Demographic Center Projections

Minnesota Department of Human Services | mn.gov/dhs
Right service at the right time:
Services are responsive as needs and circumstances change

Conceptual Framework:
New HCBS System

Challenges - Physical, Mental and Chemical Health, Intellectual

Desired System Dynamic: People get the right service at the right time. System is flexible and fluid, so that people get a higher level of service when needed, but stay at or return to lower levels when those are sufficient.
Putting the person first

I control.
I dream.
I choose.
I participate.
I KNOW ME.
What does person-centered mean for me?

I know me.

It’s my right to live, learn, work and enjoy life in the community. This means: I am treated with dignity and respect. People in my life listen to my wants and wishes. I am encouraged to explore my dreams. I am responsible for taking action to reach a goal. I know that reaching my goals may require planning and patience.
I control.

I am in charge of my meetings, my choices and my own life. This means: I can decide what’s important to me. My providers can help me know what’s important for me. I can choose who helps me. It’s OK to say what I really think and how I feel.

I dream.

I have likes and wants. My ideas are important. This means: I’m the expert about what I want my life to be. I have skills and strengths. I can make good choices and set goals based on my skills and strengths. It’s OK to try new things, take risks and learn from successes and failures.
I choose.

I choose how I live, learn, work and play. This means: I can ask questions, explore options and tell people what I need and want. I can live in a place where I am comfortable. I can learn new things my whole life. I can find work that matches my interests and skills. I can decide what play means to me and how to spend my time.

I participate.

I can thrive in my community. This means: I can go places and take part in activities and events. I can make my community a better place. I can make friends and get to know my neighbors. I can earn a living by doing meaningful work.
Minnesota’s Olmstead Plan

• **Comprehensive** plan to **improve** how we provide services for people with disabilities in the most integrated settings of their choosing

• Opportunities and freedom for
  • meaningful choice, self determination and increased quality of life
  • economic self sufficiency and employment options
  • choices of living location and situations
  • participation in community life

• Having supports to allow for these choices
Minnesota’s Olmstead Plan

Person-centered practice is the foundation for the Plan

• Person-Centered Planning
• Transition Services
• Housing and Services
• Employment
• Lifelong Learning and Education
• Waiver Waiting List
• Transportation

• Healthcare and Healthy Living
• Positive Supports
• Crisis Services
• Community Engagement
• Preventing Abuse and Neglect
• Assistive Technology
Not everyone needs the same intensity of support

**Intensive Intervention**
- In depth formal Person centered planning integrated with positive support plan

**Targeted Intervention**
- Additional quality of life strategies
- Increase strategies supporting independence and community involvement
- Mental health and wellness interventions
- Monitor plans and outcomes

**Universal Intervention**
- Universal person centered strategies
- Embedded in MnCHOICES assessment and support planning
- Self-determination and choice-making
- Meaningful participation in the community

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Minnesota Department of Human Services | mn.gov/dhs
Engaged assistance from the University of Minnesota’s Institute on Community Integration and Support Development Associates

Integrating person centered organizational and system change with positive behavioral support strategies

• Training and building capacity for sustainability
• Communities of Practice; development of mentors and coaches
• Tools, including Positive Supports Website with focus on person centered practices
• Sponsored cohorts of organizations who wanted to increase person centered outcomes
Organizational Change cohorts

• Department of Human Services supported three multi-year cohorts to support a total of 22 lead agencies and provider organizations to engage in organizational change

• Other organizations are going through their own processes

• Department of Human Services began our organizational change initiative starting with Disability Services and Licensing Divisions, with the intent of expanding across the Department
Examples of what was reported as already done or in process

- Minnesota Statutes 245D (Disability Services Licensing)
- Positive Supports rule
- New services that allow more flexibility and choice
- Self-directed options
- MnCHOICES assessment and support planning
- HCBS Rule Transition Plan
- Disability Hub and associated online tools (DB101)
- New measures and evaluation tools
Supporting System Change

Examples of recommendations

• More flexibility in service options
• Align licensing approaches and implementation of person-centered plans that allow for more risk
• Assess waiver regulations for opportunities to increase community inclusion and increased quality of life
• Improve communication between state and counties
• Review paperwork requirements for those that add most value
• Systemic plan to support people in less restrictive settings
• Resources for people to guide their own planning and services
Putting information and tools in the hands of people

Disability Hub MN: Tools and information to support informed choice

• Materials and tools
• Disability Benefits 101 (DB 101)
• Housing Benefits 101 (HB 101)
• The Vault: Storing, sharing your information
• Virtual Insight Panel
DB101 brings together:
- benefits information
- tools
- resources
to make it easier to:
- understand benefits
- learn about work incentives
- plan for work & set goals
- build financial literacy
- manage benefits while working
HB101 helps people:

- decide on housing needs and wants
- review their money and budget
- present themselves for success
The Vault is

• An easy and secure way to get your benefit information
• A protected place to store your information
• The ability to share your information with others
• Tailored information to help you understand your benefits
• A streamlined process to move your benefit information into an Estimator session to see how work may impact your benefits
• Step-by-step work flows that help you set goals and plan for your future.
The **HCBS Finder**:

- New feature on MinnesotaHelp.info
- MinnesotaHelp.info offers direct access to Minnesota providers and community resources
- Finder offers guided search using “features” to help users find a provider which best meets their needs and preferences
- Enables user reviews of providers
Direct Support Connect™ is a website that connects direct support workers and the people who use their services. It is voluntary to use for both support workers and individuals & caregivers.

- Online Tool: Website that can be accessed from any type of device
- Easy to use: It is simple and clear, while working to meet the needs identified by stakeholders

Secure communication: Users will have the ability to send secure messages back and forth to each other within the site.

Direct Support Connect™ Website: Introduction Video
How will we know how we’re doing?

<table>
<thead>
<tr>
<th>Evaluation Questions</th>
<th>Individual Level</th>
<th>Organization/Regional Level</th>
<th>System Level</th>
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<tbody>
<tr>
<td>Long-term supports and services evaluation questions</td>
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<td>Program data</td>
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<td>Behavioral Intervention Reporting Forms</td>
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<td>Regional Quality Councils quality reviews</td>
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<td>National Core Indicators</td>
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<td>Wage data base</td>
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<tr>
<td>Lead agency reviews</td>
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</table>
Interactive map of where people with Disabilities in MN receive services: Institutional vs. HCBS, by county
Program data: Performance Measurement Dashboard

Percent of people on the Developmental Disability waiver with high needs and are served at home 2013

Percent of people on the DD Waiver with high needs and are served at home by graph

<table>
<thead>
<tr>
<th>Year</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
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<tbody>
<tr>
<td>Statewide</td>
<td>34.9%</td>
<td>35.5%</td>
<td>36.0%</td>
<td>35.1%</td>
<td>35.2%</td>
</tr>
<tr>
<td>Cohort 1</td>
<td>25.8%</td>
<td>26.3%</td>
<td>25.9%</td>
<td>26.2%</td>
<td>27.1%</td>
</tr>
<tr>
<td>Cohort 2</td>
<td>29.1%</td>
<td>28.9%</td>
<td>28.4%</td>
<td>27.3%</td>
<td>28.9%</td>
</tr>
<tr>
<td>Cohort 3</td>
<td>32.3%</td>
<td>32.1%</td>
<td>32.3%</td>
<td>31.3%</td>
<td>31.5%</td>
</tr>
<tr>
<td>Cohort 4</td>
<td>33.0%</td>
<td>33.9%</td>
<td>35.3%</td>
<td>34.6%</td>
<td>33.9%</td>
</tr>
<tr>
<td>Cohort 5</td>
<td>38.9%</td>
<td>40.0%</td>
<td>40.7%</td>
<td>39.8%</td>
<td>39.5%</td>
</tr>
</tbody>
</table>

by map (PDF)
Of total working-aged individuals served, percent that has some form of work
Wage data base dashboard
Wage database dashboard

Of those who are working, type of employer

**Type of Employer**
- Competitive, integrated employer
- Provider
- Combined

**Average monthly**

**Number of People**
• **DHS Person-Centered Practices web-page**

• **Minnesota Disability Hub**
  
  • [Disability Benefits 101](#) and employment informed choice toolkit (on-line resource for planning and learning about how work and benefits go together)

  • [Housing Benefits 101](#) (on-line resource for exploring housing options and making plans)

  • [My Best Life](#) (see also a brochure version of similar information: *What does Person-Centered Mean for Me?*)

• **Support Planning Professionals Learning Community** (monthly webinars and [archived materials](#))
• Person-Centered Thinking and PC Planning training (offered by University of MN Institute on Community Integration)

• Introduction and Guide to Supported Decision Making (series of ten short videos)

• Positive Supports website
  • Positive Supports manual (on the website)

• College of Direct Supports (on-line curriculum)

• Person-Centered Counseling (on-line curriculum)
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