

Meeting Ground Rules

Person-Centered Planning meetings work best when everyone knows the ground rules.

These should be discussed and agreed on at the beginning of the meeting.

- The person running the meeting should be chosen in advance by the individual. He/she will write things down and keep the conversation moving.
- Someone should write the team's responses on large sheets of paper.
- Someone, usually the Supports Coordinator or Case Manager, should take notes.
- Everyone should take turns and have a chance to talk about positive issues or supports without interruption.
- This is a time to be creative and think about all possibilities. Try not to pre-judge anyone's ideas.
- Do not discuss the meeting with anyone not on the team without the person's permission.
- If you say you will do something during the meeting, follow through.
- Support each other. Be responsive to the needs and desires of the person. There is no "best way."

Consumer Satisfaction

If the consumer is not satisfied with his/her Person-Centered Plan, the consumer, guardian, or parent of a minor may make a request for review by the person's Supports Coordinator or Case Manager.

The review must be completed in 30 days. If the consumer is still not satisfied, the Recipient Rights Officer may be contacted at 616.393.5753 or 616.393.5660.

The Supports Coordinator or Case Manager is:

Phone:

In 1996 the Michigan Mental Health Code established a right for all individuals to have an "Individual Plan of Service" developed through Person-Centered Planning.

Person-Centered Planning is a process for planning and supporting the person receiving services which builds on the individual's capacity to engage in activities that promote community life and honor the individual's preferences, choices and abilities.

The Person-Centered Planning Process involves families, friends, and professionals as the individual desires and requires.



The activities and programs of this agency are brought to you by the members of the Ottawa County Board of Commissioners. The Michigan Department of Community Health provides financial support to this agency.



Community Mental Health of Ottawa County has been accredited by CARF for twelve of its programs.

OPTIONS

Person-Centered Planning

COMMUNITY MENTAL HEALTH OF OTTAWA

What Person-Centered Planning is

Person-Centered Planning is not new and it is not hard to do. It is as easy as listening to people, or their families, about things like where the individual would like to live and spend time during the day, who they would like to spend time with and their hopes and dreams for the future.

It is also about supporting people in the choices they make in life; relationships, respecting cultural differences, strengths not weaknesses, involving family, friends and significant others, community involvement and flexibility.

What Person-Centered Planning is not

Person-Centered Planning is not doing whatever the consumer wants without regard to health and safety, effectiveness or cost of service, treatment or support options or basic standards of reasonableness. Person-Centered Planning should also not be considered a quick fix, a blank check or simply a new name for a planning meeting.

Choices

People with disabilities and their families know themselves and their own needs better than anyone else could. However, some preparation may be needed to support the person in making choices. The traditional approach to planning was to focus on the person's deficits, which did not provide opportunities for the person to make choices or learn how to make choices to contribute to their community.

Person-Centered Planning puts the focus on the individual. The person is encouraged to explore his/her strengths and barriers to achieve what they want. Certainly there are all levels of ability to do this and it is our job to support the person in discovering their gifts, talents, and strengths.

Some people have limited life experiences in the community with respect to housing, work, and social activities which would prevent them from making the very best choices and decisions for their future. Therefore, it is critical that choices and options are clearly explained and the person is given the opportunity to experience various options.

Pre-Planning Activities

Before the actual Person-Centered Planning meeting, there are some pre-planning activities that need to take place. The CMH Supports Coordinator or Case Manager will explain what a Person-Centered Planning meeting is like.

The Supports Coordinator/Case Manager will also meet with the consumer to do several things: discuss who to invite to the meeting, (friends, family, neighbors, employers, etc.); choose a meeting time and location convenient to all involved; and discuss which issues the person wants to talk about and what they do not want to talk about during the meeting.

Pre-planning will help the support group focus on the person's desires and needs for the future. The Supports Coordinator/Case Manager will ask the person to think about issues and answer some questions before meeting. Some examples of these kinds of issues might be:

- Would I want an *Independent Facilitator* (someone outside of CMH) to run my meeting?
- What I would like to be different about where I live?
- What I would like to be different about where I work?
- What I would like to be different about my life?
- What I would like to be different about the help or support I receive from others?

The Team

The following factors contribute to a good team:

- Communication. Send out the results of the meeting and notices of upcoming meetings/
- Trust. Listen carefully to the person and those who offer support.
- Facilitation. The person chosen keeps track of time, identifies issues, offers of assistance and seeing that everyone has an opportunity to contribute.

The Meeting

The Person-Centered Planning meeting is important; it is where those invited discuss the person's goals, hopes, dreams, and needs. In addition, they help plan for the future and support the individual in making choices and making those choices reality.

But as important as this meeting is, what happens between meetings is equally vital. Because each Person-Centered Planning meeting is as unique as the consumer, the process and format are meant to be flexible.

Things to remember during a Person-Centered Planning meeting are that you are:

- Getting to know someone really well.
- Finding out about someone's life choices
- Supporting someone's voice about where to live, how to spend the day, who to spend time with and hopes and dreams for the future.
- Working with others to make those choices a part of someone's life.
- Determining what supports and services are needed and desired.

Some questions that the consumer and the support group will answer are:

- What are some of the great things about this person?
- What are the person's best days and worst days like?
- What are the person's hopes and dreams?
- What might get in the way?

Feedback

Getting regular feedback on the Person-Centered Plan is important to see how the supports and services are working or to decide how to make them work better for the consumer.

It is also important for the person to receive feedback often on their progress from the Supports Coordinator or Case Manager.