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| CHAPTER: 3 | SECTION: 10 | SUBJECT: ASSESSMENT |
| TITLE: PERSON CENTERED PLANNING | | |
| EFFECTIVE DATE: 4/18/00 | REVISED/REVIEWED DATE: 1/02/02, 8/06/04, 5/03/05, 2/5/08, 12/11/09, 2/28/11, 7/5/12, 11/30/12, 10/24/13, 1/20/14, 5/26/15, 9/15/15, 9/28/15, 5/7/17 | |
| ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR | | |

I. PURPOSE:

To develop a systematic guide to ensure that the practice of Person Centered Planning (PCP) at Community Mental Health of Ottawa County (CMHOC) conforms to the PCP Best Practice Guidelines published by the Michigan Department of Health and Human Services.

II. APPLICATION:

To all CMHOC operated and contracted programs, if specified by contract.

III. DEFINITIONS:

Person Centered Planning (PCP) is a process for planning with and supporting the individual and/or family receiving services that builds upon the individual’s capacity to engage in activities that promote community life and that honors by respectfully considering the individual’s preferences, choices, and abilities. The Person Centered Planning process involves family, friends and professionals as the individual desires and requires.

IV. POLICY:

It is the policy of CMHOC that all consumers shall have the opportunity to develop an individual plan of service using Person Centered Planning processes as described in the “Person Centered Planning: Best Practice Guidelines” published by the Department of Health and Human Services and attached to the contract with the Agency.

V. PROCEDURES:

The Person Centered Planning process includes the following:

1. Pre-Plan – the consumer/consumer’s representative and anyone the consumer invites will attend a meeting to prepare for the planning meeting. The Pre-Plan meeting includes decisions about when and where the planning meeting will take place, who will be invited, and what will and will not be discussed. The consumer/consumer’s representative will provide guidance in these areas.
2. External Facilitation – The consumer/consumer’s representative will be provided information about external facilitation. If desired by the consumer, a trained external facilitator will be made available for the consumer’s planning meeting. The external facilitator will be deemed competent in the

principles of PCP prior to completing Plans with individual members. The areas of training will include:

- a. Values and Principles Underlying Person Centered Planning
- b. DCH Person-Centered Planning Best Practice Guidelines
- c. Assurances and Indicators of PCP Implementation
- d. Dispute Resolution/Appeal Mechanisms
- e. Definitions relative to PCP

Plan – the Individual Plan of Service (IPOS) is written at a Person Centered Planning meeting with the consumer/consumer’s representative and any others the consumer wishes to invite to this meeting. The plan will include all services and supports to be provided to the consumer, both internal and external. The plan will conform to standards of integrated care. The completion of the outcomes of this plan is monitored by the consumer/consumer’s representative and the case manager/supports coordinator. The needs identified in the Pre-Plan and in the Assessment are the main focus of this plan. The Plan may be modified whenever there is a change in the assessed status of a consumer or as the needs/desired by the consumer or whenever he/she wants or needs to reconvene any or all of the planning process, including at the time of transition from one level of care or program to another or in preparation for discharge.

CMHOC will ensure consumers receive information about available treatment options and alternatives, which will be presented in a manner the consumer is able to understand.

Appeals - Individuals who have a dispute about the PCP process or the IPOS that results from the process have the rights to grievance, appeals and recipient rights as set forth in detail in the Contract Attachment 6.4.1.1 Grievance and Appeal Technical Requirement/PIHP Grievance System for Medicaid beneficiaries. As described in this Contract Attachment, some of the dispute resolution options are limited to Medicaid beneficiaries and limited in the scope of the grievance (such as a denial, reduction, suspension or termination of services). Other options are available to all recipients of Michigan mental health services and supports. Supports Coordinators, Case Managers and Customer Services at PIHP/CMHSPs must be prepared to help people understand and negotiate dispute resolution processes.

3. Monitoring – The Agency will assure that Person Centered Planning is being appropriately implemented via the following activities:
 - a. Episodic review of this policy to assure accuracy
 - b. Member surveys
 - c. Competency and performance review data for clinical providers
 - d. Medical record reviews
 - e. Satisfaction Surveys
4. Professional staff, operating within their scope of practice, are required to provide training of all staff who work with an individual who receives services through the Habilitation Supports Waiver (HSW) and Children’s Waiver Program (CWP).

VI. ATTACHMENTS:

Not applicable.

VII. REFERENCES:

Michigan Department of Community Health Mental Health and Substance Abuse Administration
Person-Centered Planning Policy and Practice Guideline, 3/15/2011
PCP Brochure, “Options – Your Guide to the Person-Centered Planning Process”
Lakeshore Regional Entity Policy, 5.1: Person- Centered Planning