

Period of Performance: April 1, 2019 to September 30, 2019

Goals and Objectives:

All goals must be SMART (specific, measurable, realistic, achievable, and timebound). Objectives (also SMART) are smaller steps designed to reach the goal. Milestones indicate successful completion of the objective. The responsible entity is a member of the team responsible for ensuring action is taken on each objective. Completion date is the target for achieving the milestone. Add or remove table rows as needed based on the team’s individualized TA plan.

Goal 1: By September 30, 2019, DSPD will enhance meaningful participant engagement by identifying and testing two specific strategies to support greater levels of self-advocate, service user, and family engagement.					
Domain (indicate all that apply: Practice, Payment, Policy): Policy, Practice					
Participant Engagement Strategies: This goal is primarily focused on participant engagement.					
Objective	Milestone	TA Description (include TA activities and projected hours)	Additional Resources to be Leveraged	Responsible Entity	Completion Date
1.1 Map existing engagement strategies already in place and their strengths and opportunities for improvement (e.g., existing vs. intended target groups, focus, frequency, accommodations, feedback loop)	Stakeholder Engagement Asset Map	Facilitate the mapping process; ensure that engagement strategies build on their existing assets/community partners (e.g., don’t reinvent the wheel, just strengthen the wheel); conduct web-based research to inform asset mapping process; possibly conduct some key informant interviews to inform process			6/30/2019
1.2 Using the Asset Map, identify two new engagement strategies to test by 9/30/19	Plan for implementation and testing of two strategies (inclusive of target groups, methods, staffing/resources, feedback loop, etc.)	Provide coaching/mentoring on how to mine existing data/documentation for feedback already provided; provide tools/coaching on how to ensure input is appropriate tracked and acted upon across input mechanisms			7/15/2019

1.3 Implement and test Engagement Activity 1 (e.g., Enhanced Disability Advisory Committee)	Confirm DAC Charter; Calendar; Staffing; Membership Recruitment Plan; Membership Accommodations and Incentive Plan	Provide sample tools, provide input on methods and plan, support assessment of strategy and assist with next steps (modifications and/or moving to implementation)			8/31/2019
1.4 Implement and test Engagement Activity 2 (e.g., Topic-Specific Workgroups)	Workgroup Charter; Calendar; Staffing; Membership List and Recruitment Plan; Membership Accommodations and Incentive Plan	Provide sample tools, provide input on methods and plan, support assessment of strategy and assist with next steps (modifications and/or moving to implementation)			9/30/2019
Other potential objectives:					
Appoint no less than two additional service user/self-advocate representatives (for a total of 3) to PCSP workgroup and support their active participation	Nomination/ selection process finalized; new workgroup members selected and receive orientation; new workgroup members receive accommodations, support, and incentives to participate	Review existing workgroup membership, engagement obstacles, and resources to inform development of nomination/selection, orientation, accommodation, and support strategies (provide written check lists, key considerations, draft forms/tools for consideration)			
Improve the 'meaningfulness' of engagement of all workgroup members, including users of services/self advocates	Meeting satisfaction tool to measure participants' satisfaction with engagement, accessibility, and role in decision making	Improve the 'meaningfulness' of engagement of all workgroup members, including users of services/self advocates			
Catalog formal stakeholder feedback on PSCP captured to date (e.g., through DAC, PCPS workgroup, focus groups), and	List of Stakeholder Recommendations for Improvements	Provide coaching/mentoring on how to mine existing data/documentation for			

determine how that information has influenced (or can influence) policy and program changes	Work plan for Implementing Changes	feedback already provided; provide tools/coaching on how to ensure input is appropriate tracked and acted upon across input mechanisms			
Meet with self-advocates and review the PCSP write work with them for feedback.	Incorporate feedback into planning process	Support with key methods of reaching out to and presenting to self-advocates			
Have the process outline reviewed by stakeholders for feedback	Incorporate feedback into manual outline	Facilitation of stakeholder review			
Work with families and self-advocates to understand the best way to reach them and engage their participation, keeping the communication continuous, so they see the results of their feedback.	A method for consistently engaging families and people receiving services is implemented and input is being received.	Support to find and develop methods of reaching individuals and their families/guardians directly in an effective manner			

Goal 2: By September 30, 2020, DSPD will increase stakeholder (including service users, families, and providers) buy-in and awareness of person-centered practice through community education events and production of informational materials.
Domain (indicate all that apply: Practice, Payment, Policy): Practice
Participant Engagement Strategies: The strategy itself will be designed to enhance participant engagement (along with enhancing engagement of providers). Service users and family members will be invited to review and provide feedback on the Communications Strategy all informational materials. Plain-language versions of all informational materials will be available for the community.

Objective	Milestone	TA Description (include TA activities and projected hours)	Additional Resources to be Leveraged	Responsible Entity	Completion Date
2.1 Draft a Communications Strategy for increasing stakeholder buy-in and awareness of person-centered practice. The Communications Strategy will detail regular and ongoing communications with service users and families and providers, identify multiple methods of	Draft Communications Strategy	Support to draft the Communications Strategy Review of the Communications Strategy TA Hours:			7/31/2019

communication, and strategies for measuring the effectiveness of the communications strategy so that it can be refined over time.					
2.2 Review the Communications Strategy with key stakeholders, including service users and families, and revise and finalize the Communications Strategy based on that feedback	Final Communications Strategy	Support identifying key stakeholders Facilitation of stakeholder review TA Hours:			9/30/2019
Draft informational and training materials – based on the PCSP process articulated in Goal 3 – for service users and families to increase awareness and understanding of person-centered thinking, planning, and practice and the HCBS Settings Rule	Draft service user and family informational and training materials	Support identifying source content for the materials Review of early drafts			
Review the informational and training materials with key stakeholders, including service users and families, and revise and finalize the materials based on that feedback	Finalized service user and family informational and training materials	Support identifying key stakeholders Facilitation of stakeholder review			
Draft informational and training materials – based on the PCSP process articulated in Goal 3 – for providers to increase awareness and understanding of person-centered thinking, planning, and practice and the HCBS Settings Rule	Draft provider informational and training materials	Support identifying source content for the materials Review of early drafts			
Review the informational and training materials with key stakeholders, including service users and families,	Finalized provider informational and training materials	Support identifying key stakeholders Facilitation of stakeholder review			

and revise and finalize the materials based on that feedback					
Hold at least one informational event for service users and families using the informational and training materials	Event held Feedback Surveys indicate increased awareness after event	Support for publicizing and branding the event			
Hold at least one informational event for providers using the informational and training materials	Event held Feedback Surveys indicate increased awareness after event	Support for publicizing and branding the event			

<p>Goal 3: By September 30, 2020, ensure that person-centered thinking and planning are translated into practice through revised Person-Centered Support Planning standards and procedures.</p> <p>Domain (indicate all that apply: Practice, Payment, Policy): Practice, Policy</p> <p>Participant Engagement Strategies: Work toward Goals 1 (supporting participant engagement to inform policy and practice) and 2 (increasing stakeholder buy-in and awareness of person-centered practice) will feed directly into the activities in Goal 3. This will include enhancing service user and family representation on the PCSP work group.</p>					
Objective	Milestone	TA Description (include TA activities and projected hours)	Additional Resources to be Leveraged	Responsible Entity	Completion Date
Develop an outline for a user manual of the PCSP process	User Manual outline	Support identifying source content for materials Review outline and provide feedback TA Hours: 10			8/31/2019
Conduct a national scan of person-centered planning tools (including pre-planning tools)	National Scan of PCSP tools	Conduct national scan TA Hours: 20			8/31/2019
Identify a suite of potential person-centered planning tools (including pre-planning tools) and create a draft protocol for integrating the use of	Draft tools suite Draft protocol	Assistance selecting tools using the national scan data Assistance drafting the protocol			9/30/2019

those tools into the PCSP process and electronic health record.		TA Hours: 10			
Review the tools and draft protocol with the PCSP work group to select final tools and finalize the tools protocol (which will be added to the user manual).	PCSP Tools Suite PCSP Tools Protocol	Assistance finalizing the protocol TA Hours: 5			
Identify potential measures for determining service user and family experience of the PCSP process and create a draft protocol for integrating the use of the measure into the PCSP process and electronic health record	Identify potential service user and family experience measures Draft service user experience measurement protocol	Provide national scan of indicators of service user and family experience Assist with measure selection and drafting the protocol TA Hours: 15	DSPD Quality Management Team		
Review the measures and protocol with the PCSP work group to select final measure(s) and finalize the measurement protocol (which will be added to the user manual).	PCSP Service User and Family Experience Measurement Protocol	Assistance finalizing the protocol TA Hours 10	DSPD Quality Management Team		
Other objectives in Year Two will involve completing other sections of the manual, integrating all processes and tools into the electronic record, and ensuring the process captures the intent of the person-centered planning requirements in the Final Rule. These will include objectives that: 1. ensure that participants are at the center of planning and practice 2. provide guidance on how to balance guardian versus service participant desires 3. how to monitor PCSP process in yearly support coordinator reviews. 4. ensure PCSP tools and processes promote and support engagement in employment					

Anticipated Resources for Public Sharing:

Indicate products (including technical resources, presentations, policies and protocols, or programmatic tools) that might be shared or posted as resources on the NCAPPS website

Asset Mapping Tool

Stakeholder Engagement Strategies

Advisory Committee Evaluation Tool

Provider Needs Assessment Protocol and Findings

Communications Strategy

PCSP Materials

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