

Person-Centered Planning and Implementation

9 Ensuring the Plan is Useful and Useable



Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit nwd.acl.gov or contact NoWrongDoor@acl.hhs.gov.

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Welcome! (1/2)

It is important for a person-centered plan to be useful and useable. Once you have enough information and an understanding of the person's goals, you will help them organize this into the full plan. You may start on your own and bring it for review or approval. Or, you may do this with the person present the whole time. You will want to transfer the important details to a person's one-page description. You will help to describe goals and write action steps that have the SMART components. Before using the plan it should be carefully reviewed with the person and anyone else they would like to review it. This lesson will remind you of criteria that you can use to review a person-centered plan. By reviewing for these, you make it more likely the plan will be useful and useable.

Welcome! (2/2)

Learning Objective

After completing this lesson: You will have strategies for reviewing person-centered plans to ensure they are useful and useable.

Developing the Plan

You have worked with the person to identify aspects of the plan. At some point, it is time to stop developing it and use the plan to accomplish goals. After the plan is developed, a Person-Centered Counseling (PCC) professional may or may not have much interaction with the person or the plan. Sometimes you will be very engaged for a period of time. The plan may be a larger one with many steps. For example, focused on helping a person move or find a job. Or it may be something with a limited purpose. For example, communicating with daily supporters about what works best for a person. It may include other professionals and service providers. Or it might rely completely on natural supports. Whether it is simple or complex, you want the person and those supporting them to be able to use the plan, on their own, and in an ongoing way.

Using Basic Criteria to Review the Plan (1/3)

Plans do not have to be perfect to be useful and usable. In fact, no plan should ever be considered “final” since people change, their goals change, and their lives change. However, a good review of the plan, before sharing it with others, helps make sure information is person-centered, accurate, and helpful to the purpose.

Using Basic Criteria to Review the Plan (1/2)

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In reviewing the plan, have the person consider the following and make changes as necessary:

- If someone had never met you, would this information help them know the most important things about you and to you, related to the purpose of this plan? Are there things missing that we need to add?

Using Basic Criteria to Review the Plan (2/2)

- Is there anything on this plan that doesn't feel right to you? Any words, images, or other information that don't feel true to you? Is anything not clear from your view? Is there anything you want to adjust or remove?
- Are these the goals that are most important to you? If you achieved these would there still be major issues or concerns you would have in this area? Do we need to adjust the goals?
- When you look at the action steps, do they feel realistic to you? Is there anything that you feel might get in the way of this happening? Are you feeling ready to take action on these items in the time period we have identified? Do you feel you have enough support to do this? Have we identified the right people at each step? Is everyone who volunteered to do tasks likely to be able to do them?

Seeking Unbiased Feedback on the Plan

Person-centered counseling requires development of skills. A good plan should be easy to read and understand. The purpose of the plan should be clear. It should quickly help someone understand a person's strengths. It should quickly help others know how best to support the person and what their roles might be. Coworkers can help each other write good plans by being available to review and provide feedback as needed. This mutual review of plans can support the growth and development of everyone's skills. It can help clarify aspects of planning and support improved plans.

Review of Format and Style (1/2)

The format and style of the plan must work for the people using it. Some people, especially the young people or visually creative, may prefer to use more images and graphics in a plan. They may want to use a variety of fonts or creative styles for presenting information. Others will prefer a simple, straightforward approach. Some people may be reluctant to make the plan their own with photos or by using their own words. However, these pieces do help others connect to the person more quickly and understand them as a unique individual. While the plan should represent the person's personality and preference, provide feedback on whether it helps others put the plan into action or is hindering their ability to use it. It's important to strike a balance.

Review of Format and Style (2/2)

Also include a review for the use of plain language to describe aspects of the plan. There should not be any jargon, acronyms, or clinical terms. Information should be honest and complete. However, it needs to be strength-based, neutral, and written in a way that help people understand what to do to support the person in this area.

Review of Substance (1/3)

You want people to find the plans helpful. When it comes to substance of the plan, two things will be most critical:

1. Is the plan truly focused on the correct things, including the person's goals and what's important to them and
2. Is the information specific enough for people to implement the plan?

Review of Substance (2/3)

Consider the following:

- When looking at goals and action steps, does it seem likely these are important to the person and meaningful? Has any “fixing” slipped in?
- Have we included things that are important for the person, but in ways that are based on supporting rather than fixing? Have risks been clearly identified and support put in place based on what makes sense to the person and what they prefer? (This is known as addressing for in the context of to).

Review of Substance (3/3)

- Are all parts of the plan clear enough and concrete enough that people can actually do what is expected? Are the action steps likely to help the person achieve their desired goals? Is it clear what it looks like to achieve a goal?
- Are services and supports sufficient? Is every part of the plan clearly connected to an individual who is responsible to make it happen? Are the right people involved? Do they have the ability and commitment to follow-through?

Activity on Useful and Usable Plans

No one is ever required to complete the actions toward their goals. On the other hand, if the goals are really theirs and the right approaches and resources are identified it is likely they will. Plans and especially action steps may be updated frequently in some plans.

Conclusion and Lesson Review (1/3)

- Support people in transferring information obtained in discovery into a complete plan.
- Before the individual is ready to share the plan with others, review it carefully. Consider its usefulness both to the person and others who will use it.
- Style and format is up to the person. Some people will have strong opinions. Others will not care too much. Help the person consider what will work best to help supporters be able to use the plan as well.

Conclusion and Lesson Review (2/3)

- Substance issues include whether the plan truly reflects the person's views and is specific enough for people to be able to carry it out. You, the person, and perhaps others can review it for substance. The person will make all final decisions.
- Writing good plans is not as easy as it first appears. Work with coworkers to support each other in writing better plans. A lack of progress during follow-up is a sign that something in the plan is not working. Try to learn what works and doesn't work from each plan you develop.

Conclusion and Lesson Review (3/3)

Learning Objective

After completing this lesson, you will have strategies for reviewing person-centered plans to ensure they are useful and useable.

Reflection on Learning Objective

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?