

PERSON-CENTERED PROCESS POLICY

A person-centered approach is used to assist the client with using his own capacity and potential for constructive action to realize his goals. Staff act as facilitators rather than directors, offering respect, acceptance, and understanding to the client to help empower him to realize his own potential. The provider uses this approach when working with any client, particularly when planning for and working on goals from the individual's Support Plan.

The provider uses a person-centered process to assist the client with:

- choosing and achieving goals
- exercising choice and rights
- experiencing social inclusion
- experiencing dignity and respect
- maintaining and improving health
- using the environment
- experiencing continuity and security
- finding satisfaction with services and life situation

In order to help the client obtain and achieve goals that are most important to him while also meeting the needs of the client, staff:

- get to know the client and his significant others (**Client-Specific Training, Topics, Status/Medical Update**)
- determine what goals are important to the client (**Person-Centered Planning: Annual Summary and Support Plan Update**)
- provide services needed to achieve the goals by providing opportunities:
 - for relevant training
 - to expand life experiences

When a client starts with the provider, staff get to know the individual, including characteristics such as likes/dislikes, hobbies, strengths and weaknesses, health and safety issues, routines, special needs, and medication requirements. Throughout the year, quarterly, staff go over areas of importance to the individual, such as achievements of special note, health and safety issues, and health information. Prior to the Annual Report, staff assist the client with coming up with goals to work on for the upcoming year using the **Person-Centered Planning: Annual Summary** form which is completed for the Annual Report (3rd Quarter - before the Support Plan meeting with the WSC).

For the Annual Report the client comes up with goals as he sees them and staff are encouraged to write the goals in the client's own words. For the Implementation Plan, the client uses the goals on his Support Plan. The goals he decides on for the Annual Report should be the same as the ones in his Support Plan, but the reality is that they often are not. If they are the same, then staff will go over the goals again on the Person-Centered Planning and make sure this is what the client wants. If they are not the same, staff will complete the **Support Plan Update** showing additions, deletions, and/or changes, and contact the WSC to update the Support Plan.

During the Person-Centered Planning process, staff plan with the client what he wants his goals to be, how he will work on the goals, which staff and how staff will help, time limits and frequency for each goal, how progress will be assessed, and how the client will know he has accomplished his goal. For each goal, staff are encouraged to help the individual come up with an action plan for achieving his goals by covering:

- * **Performance** - what the client will do (activities, tasks, etc) to work on the goal
- * **Strategies/Assistance** - what staff will do to help the client to achieve the goal
- * **Training Method(s)** - most appropriate for the client and the goal (demonstrate, verbal prompts, physical prompts, repetition, explanation, pictures)
- * **Frequency** - how often staff will provide help/support the client
- * **Time Limit** - how long the client wants to work on the goal/when he should be finished
- * **Assessment** - how progress will be measured, including how the client will know he is making progress on the goal, his satisfaction with the goal, and the projected results of the training

This plan of action for each goal, as determined by the individual, are used in the Implementation Plan once the Support Plan has been received and the Support Plan Update has been completed, if necessary. Throughout the year, staff use the Implementation Plan to provide training strategies to assist the client in achieving his goals as well as exploring and providing opportunities for expanding life experiences.

I have read and fully understand the Person-Centered Process Policy and agree to follow its dictates.

Staff Signature

Date