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To: DDD Provider Network

From: Division of Developmental Disabilities

Re: Person Centered Planning Guidance

Date: February 3, 2021

The Department of Mental Health is grateful for the feedback provided by Direct Service Providers and Support Coordination Providers about the implementation of Person-Centered Planning (PCP). Your questions and comments provide opportunities to address concerns, close the gaps and prevent problems from escalating. I appreciate your investment in the success of the person-centered planning transformation because you realize it will yield success for the individuals and families we support.

When Support Coordinators are able to have an open communication channel to share what works and doesn't work as they are implementing the PCP process, we believe it will strengthen their confidence and ability to facilitate the meetings that lead to the achievement of individualized outcomes for each waiver participant. Therefore, we want to remind you of the Support Coordination Teams Channel and encourage you to engage with others by asking questions and sharing experiences. This is a great resource for Support Coordinators as they can follow the experiences of other Support Coordinators and how PCP challenges are resolved or new opportunities for individuals are achieved. Although the live chat components are no longer occurring, the Channel is monitored and checked daily for questions and helpful hints for success. In addition, this channel will continue to be used to share video tutorials and other pertinent information regarding PCP. If Direct Service Providers have questions, please email them to ADMH-DDD.Questions@mh.alabama.gov which is monitored by DMH staff.

Beginning March 1, 2021, the Person-Centered Assessment and Plan in ADIDIS will be revised. The original will no longer be available for Support Coordinators to create a new entry. Access to the information will only allow the user to review the current documents. Tutorial modules have been created for the Person-Centered Assessment and Plan and placed in the MH-Support Coordination Teams Channel. DDD encourages all Support Coordinators to view the tutorials to learn how to navigate. The link to the folder is:

https://teams.microsoft.com/_#/files/General?threadId=19%3Af215dca9b71f473bb3601cda9d845880%40thread.skype&ctx=channel&context=V2%2520PCP%2520Assessment%2520%2526%2520Plan&rootfolder=%252Fsites%252FMH-SupportCoordination52%252FShared%2520Documents%252FGeneral%252FV2%2520PCP%2520Assessment%2520%2526%2520Plan

Many Support Coordinators have requested examples of completed person-centered plans. We are happy to share those requested examples. The examples of Person-Centered Assessments and Plans are included with the Person-Centered Assessment and Plan tutorials, which are in the MH-Support Coordination Teams Channel.

Through a partnership with the National Center on Advancing Person-Centered Practices and Systems (NCAPPS), we are excited to announce free monthly webinars hosted by NCAAPS on topics surrounding person-centered planning and practices. These webinars are a great resource for obtaining knowledge about person-centered practices. The next webinar *“What Does a Person-Centered System Look Like? Introducing the NCAPPS Person-Centered Practices Self-Assessment,”* is February 11, 2021, from 1:00 to 2:30PM. The registration link is <https://mailchi.mp/cacee48b3440/draft-nqf-report-released-november-webinar-on-trauma-informed-support-approaching-and-other-updates-3601238?e=772dcf0147>. All previous webinars were recorded and are available on the NCAPPS YouTube Channel. If you are unavailable to participate on February 11th, the presentation will be recorded and posted to the NCAPPS YouTube channel. Both Direct Support and Support Coordination providers are encouraged to have staff participate in the webinars. ADMH-DDD is a partner of NCAPPS and have benefitted greatly from their guidance in the development of our Alabama PCP.

On July 22, 2020, the Division of Developmental Disabilities (DDD) distributed COVID-19 Release 16 to the DDD Provider Network that included guidance about Assistive Technology and Virtual Services. As a reminder of the process to access this service, the Operational Guideline associated with this topic has been attached. The guidance provides the information a Support Coordinator should include in the person-centered plan regarding Assistive Technology. The Regional Office may require the submission of person-centered plan with this request.

In an effort to provide clarification to all providers about person-centered planning and the redetermination process, DDD is sharing additional guidance below.

Additional Guidance about Redetermination and Person-Centered Plan

The Operational Guideline, which provides guidance about the Redetermination process will be updated with the information below.

- 60 Days prior to the Redetermination date, the Support Coordinator should contact the individual and all Team members to remind of the upcoming redetermination and obtain all relevant information for the Team Meeting and Person-Centered Plan.
- At a minimum 30 Days prior to the Team Meeting occurring, the Team meeting should be scheduled, and all Team members informed of the meeting date and place. The Team Meeting should occur at date and time that is selected by the individual/family member to ensure their participation. At the Team Meeting, the person-centered plan should be completed.
- Within 30 days after the Person-Centered Plan (PCP) has been completed, the completed planning document in its entirety should be shared with all Team Members to ensure implementation of the PCP activities and so that all members can continue to work collaboratively to ensure the individual's outcomes are achieved.
- Redetermination documents (including Person-Centered Plan) may be completed/signed no earlier than 45 days prior to the waiver end date. Completion earlier than this timeframe is considered by Alabama Medicaid as a case which warrants an early redetermination.

- After review of redetermination documents, and amelioration of any errors or omissions, the Support Coordination Supervisor submits redetermination documents to RO Waiver Coordinator by the 13th of month in which current waiver expires.
- After review of redetermination documents, and amelioration of any errors or omissions, the RO Waiver Coordinator submits redetermination documents to CO by the 20th of the month in which current waiver expires.
- Both Support Coordination Supervisors and Regional Office Waiver Coordinators are encouraged to submit redetermination documents prior to the stated deadlines. Redetermination documents should be submitted individually or in small groups, as they are reviewed, rather than sending them all at once at the deadline.

In addition, to ensure everyone has all the updates related to Person-Centered Planning, we are including with this communication previously released PCP guidance from September 2020 to December 2020.

Lastly, in the next few weeks, Support Coordination agencies will receive a copy of the Person-Centered Planning monitoring tool that will be used by ADMH to monitor the progress of the PCP transformation. Support Coordination agencies will also receive notice inviting you to a zoom training that will provide the opportunity for questions.

We appreciate the services and supports you provide, your commitment to excellence and patience as we chart a new course with this transition.