

# Creating PDP Outcomes from What We Learn about People

Texas Council of Community Centers  
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# I. Texas Council Perspective of Year One

# Unprecedented Statewide Change

Transition to HCS Service Coordination June 1, 2010:

- 17,000+ people received a Local Authority Service Coordinator
- LA and Provider functions directed by vast new rules/procedures
- LA and Provider responsibilities became continuously linked
- People/families entered into new ways to plan/change services

# A work in progress...

- Many changes all must adapt to and assimilate
- Expectations and realities are not always in sync
- New approaches need continuous improvement
- And yet....positive outcomes for people are evident

# Local Authorities report emerging outcomes

- Person-Directed Planning does lead to services important to/for the person
- People/families understand more about HCS services and options they can pursue
- Non-HCS services and resources are increasing
- Progress toward personal goals/outcomes is increasing

# Local Authorities report emerging outcomes

- Options and rights involving provider transfers are exercised
- Services planned but not received are identified and implemented
- People without LARs/involved family receive more support
- People with communication challenges receive more support

# Individual success stories highlight:

- People living in their own or family home is encouraged
- Individual choice and independence is promoted
- Unnecessary institutionalization is prevented
- Critical service issues and risk situations are resolved

# Successes show critical SC attributes:

- SCs engage in continuous learning about people's desires, needs and circumstances.
- SCs are aware of support and resource options available or that can be developed when people's future possibilities are envisioned.
- SCs have desire and skills needed to build cooperative relationships with all involved, while keeping the person foremost.
- SCs demonstrate belief that all people can gain new abilities and make progress throughout their lives.



## II. DADS Perspective of Year One



# III. Supporting and Fostering Good Relationships

# Necessary for Discovering Outcomes

- Developing relationships with people we serve will better enable SCs to...
- Understand preferences and personal outcomes
- Determine appropriate services and
- Provide mutual satisfaction and develop a true partnership

# Relationships are Important

- People yearn for warm, positive, meaningful relatedness to others.
- When people are unable to have meaningful connections, the result is often hostility and resentment.
- How well SCs will be valued in their role is directly related to how effective they are at forming relationships.

# Service Coordinators Must...

- Develop good working relationships with people and families.
- Develop good working relationships with providers.
- Resolve problems between people receiving services and providers.
- Form connections within our communities.

# Barriers for SCs...

- Lack of effective communication skills.
- Lack of Authenticity.
- Fear of showing empathy, caring, and compassion.

# Communication...the Greatest Human Accomplishment

- Don't assume that most people know effective ways to communicate.
- People are able to change and learn better ways to communicate.
- SCs should be given opportunities for improving their skills.
- Supervisors or mentors should demonstrate these skills.

# Areas for Improvement...

- Listening Skills.
- Reflective Listening Skills.
- Collaborative problem solving approaches.
- Avoiding pitfalls of good communication.

# Authenticity

- Relationships cannot develop without a person being open and honest.
- The unauthentic person conceals thoughts, feelings, motives and values.
- Genuineness should be stressed with SCs
  - Be yourself
  - Be sure to do what you say you are going to do.
  - Let others know where you stand—what you see is what you get.

# Nothing Substitutes for Caring and Compassion

- Empathy is one of the most effective agents for improving relationships.
- Empathy is close identification with another person while still keeping some distance.
- Empathy allows a person to understand another person's situation and how it impacts feelings.
- Let others know that they are understood.
- People will remember the SCs that truly care about them and will value that interaction.

# Nothing is a Panacea

- Do not create an atmosphere that everything will be perfect.
- There will be mistakes.
- Although we are not perfect...the more we practice being “good” the better we become.



## IV. Pressures and Challenges Going Forward

# Using what we've learned

- PDP/PCP is not about a form, rather the spirit of the entire process
- We all want good outcomes for people
- SC coordinates the process toward that end
- It's not quality vs. process, but quality driving process

# It still feels hard. Why?



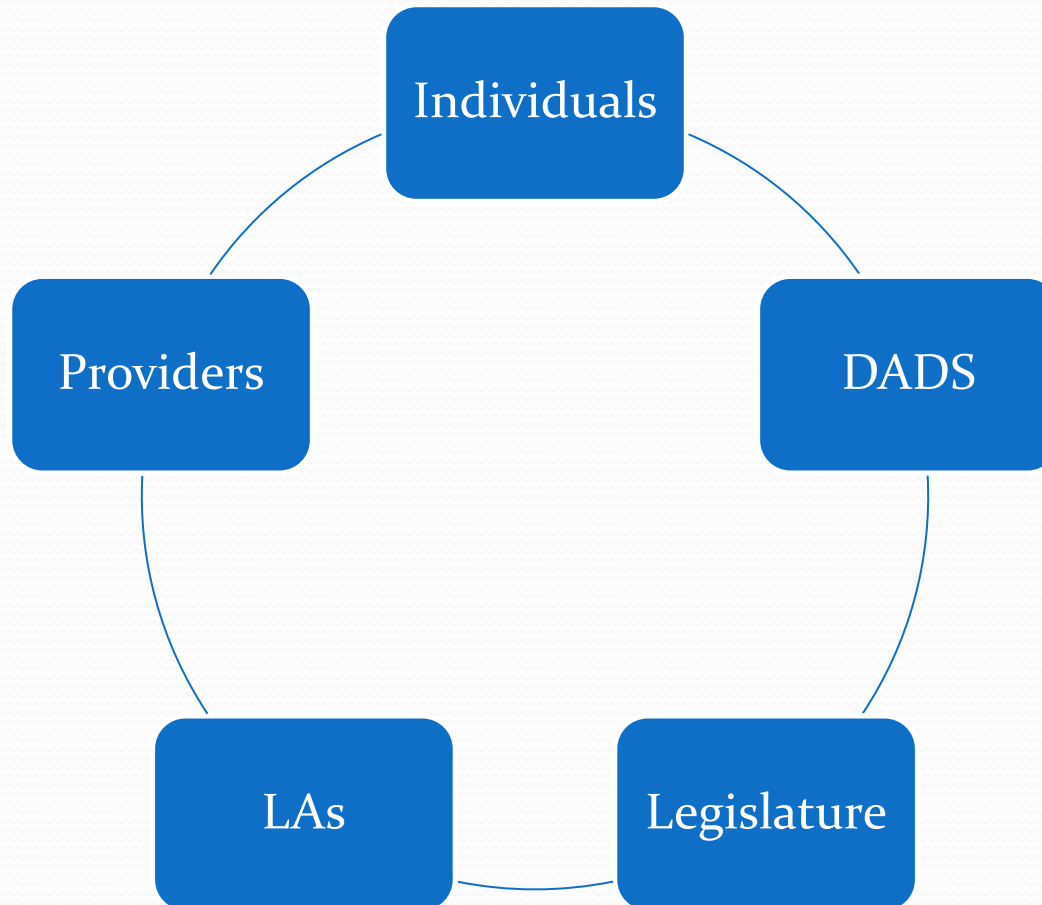
**Human Relationships**  
**Person Directed Planning**  
**Values – Choice, Quality**



**Highly Regulated  
Bureaucracy**  
**Financial Pressure**  
**Blurred Role Clarity**

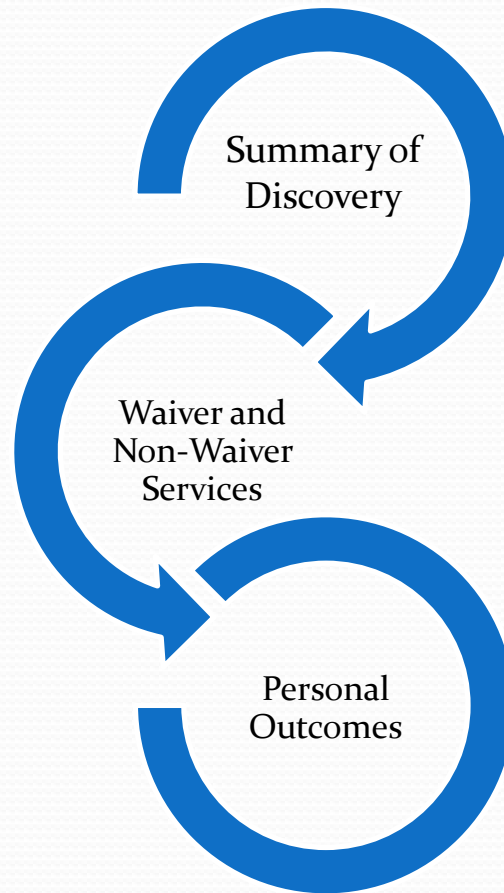


# We're all in this together.



# PDP Outcomes...

We have a form, but it's not about the form



# Moving forward...

- Continue to Build Strong Leadership for Values
- Self Determination
- Community Inclusion
- Developing Meaningful Relationships
- Maintaining Natural Supports

# Moving Forward...

## Build Upon the Best Practice Document:

- Enrollment
- Service Planning
- PDP
- Monitoring
- Connecting to Resources
- Suspensions, Transfers, Terminations
- Communication
- Management and Supervision of Service Coordinators

# Moving Forward

## Celebrate Successes

- For Individuals/Families
- With Provider Relations
- With SC Training/Milestones

# Discussion and Sharing

