

POLICY ON PERSON-CENTERED PLANNING AND SERVICE DELIVERY

I. PURPOSE

The purpose of this policy is to ensure services and supports adhere to the principles covered within the domains of a meaningful life: community membership; health, wellness; safety; one's own place to live; important long term relationships; control over supports; and employment earnings, and stable income. Services and supports address these domains to the extent the person wants and address them in a manner that promotes self-determination, acting on preferences, respecting and understanding cultural background, skill development, and a balance between risk and opportunity.

I. POLICY

This planning process, and the resulting person-centered services, will direct the support team in how to guide the individual in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences, talents, choices, and contribute to ensuring health and welfare.

Services are provided in a manner that supports the person's preferences, daily needs, and activities and accomplishment of the person's personal goals and services outcomes, consistent with the principles of:

- A. Person-centered service planning and delivery which:
 - 1. Identifies and supports what is important to and the person as well as what is important for the person, including preferences for when, how, and by whom direct support services is provided;
 - 2. Uses that information to identify outcomes the person desires; and
 - 3. Respects each person's history, dignity, and cultural background.
- B. Self-determination which supports and provides:
 - 1. Opportunities for the development and exercise of functional and age-appropriate skills, decision making and choice, personal advocacy, and communication; and
 - 2. The affirmation and protection of each person's civil and legal rights.
- C. Providing the most integrated setting and inclusive services delivery which supports, promotes, and allows:
 - 1. Inclusion and participation in the person's community as desired by the person in a manner that enables the person to interact with nondisabled persons to the fullest extent possible and supports the person in developing and maintain a role as a valued community member;
 - 2. Opportunities for self-sufficiency as well as developing and maintain social relationships and natural supports; and
 - 3. A balance between risk and opportunity, meaning the least restrictive supports or interventions necessary are provided in the most integrated settings in the most inclusive manner possible to support the person to engage in activities of the person's own choosing that may otherwise present a risk to the person's health, safety, or rights.

II. PROCEDURE

- A. Every six months WCI will evaluate with the person and the person's support team whether the services being provided support the person's individual preferences, daily needs and activities, and the accomplishments of the person's objectives. Based on the results of the evaluation, WCI will determine whether changes are needed to enhance the person-centeredness for the person, and, if so make the appropriate changes. For individuals in Extended Employment programs, this will be reviewed a minimum of one time a year.

- B. WCI will perform a program improvement process every six months to assess the ongoing implementation of positive support strategies and person-centered planning and will identify program strengths and opportunities for improvements. WCI will review this information and take action to remedy problems or concerns identified in the positive support strategies and person-centered planning. WCI will document the program improvement activities. For individuals in Extended Employment programs, this will be reviewed a minimum of one time a year.
- C. The Person–Centered Planning Tool is completed at the person’s intake meeting and reviewed annually and the One Page Profile is completed at the person’s intake meeting and reviewed semi-annually. The support team is asked to assist in completing the form and also to make any necessary changes. Extended Employment programs, this will be reviewed a minimum of one time a year.
- D. Included in the Support Plan Addendum is the person’s desired outcomes and preferences for how services and supports are provided. When the Support Plan Addendum is reviewed at the person’s annual meeting, the support team is asked to make additions or corrections as needed.
- E. A Person’s Served Satisfaction Survey is sent to persons served and all stakeholders annually. The Director of Placement and Extended Employment reviews the satisfactions surveys and summarizes the results of all completed surveys and presents the results to WCI’s Board of Directors for their review and recommendations.
- F. The Designated Coordinators and/or Employment Advisors and/ or Director of Waivered Services and /or The Director of Extended Employment and Placement Services review the annual paperwork after each annual staffing with the staff assigned to work with the individual so that they can review any changes that have occurred in the preference for how services and supports are provided. This information also reviews their personal preferences, daily needs, activities and the goals/outcomes that they are working to accomplish.