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Southern AZ Person-Centered Planning Model Program

The Southern Arizona Person-Centered Planning (PCP) Model Program is a CMS Real Choice Systems Change grant project conducted in partnership between the Arizona Department of Economic Security/Division of Developmental Disabilities (DES/DDD) and the Sonoran UCEDD. This grant is specifically geared towards young adults with developmental disabilities, age 16 through 22, who are making their transition into adulthood.

Goals of the program include:

- ✦ Piloting the program in three southern Arizona counties - Pima, Cochise, and Pinal
- ✦ Developing Person-Centered Plans built on strengths, dreams and choices of young adults
- ✦ Increasing young adult knowledge about all the options available to them as they transition into adulthood (i.e. living arrangements, work, life, social networks and other services)
- ✦ Building on strengths of informal supports (parents, family members), formal supports (support coordinators, educators, etc.) and community networks to help young adults in their transition into adulthood

Methodology:

The project included an evaluation of the planning process and its resulting outcomes by program participants. The program evaluation team administered four surveys each to the youth, family members and DDD support coordinators throughout their participation to gauge satisfaction with the person-centered planning process:

- ✦ Pre survey before the planning process begins
- ✦ Post survey immediately following the completion of the plan
- ✦ Post follow-up surveys at 6-months after plan completion
- ✦ Post follow-up surveys at 12-months after plan completion

Summary of Results:

- ✦ Preliminary survey results identified that the youth, their family, and support coordinators felt that person-centered planning was beneficial in that it identified the youth's skills and contributions and it allowed the integration of input from more than one person.
- ✦ The process was time consuming and required commitment from all involved. Due to the time and commitment required, many were unable to sustain their level of involvement and it could be related to a variety of factors, one of which is staff turnover.
- ✦ The importance of maintaining current friendships as well as creating new friendships and networking was prominent.

Number of completed surveys by participants

| Surveys | Pre | Post | 6 Mo | 12 Mo |
|----------------------------|-----|------|------|-------|
| <i>Youth</i> | 32 | 23 | 13 | 12 |
| <i>Family</i> | 40 | 24 | 13 | 13 |
| <i>Support Coordinator</i> | 24 | 10 | 2 | 5 |

Note: Only a portion of the program participants were able or willing to complete all four surveys. Surveys incorporated both quantifiable and qualitative (open-ended) questions.

YOUTH



"The voice inside us becomes more clear."

- ✦ Youth who responded felt very positive about person-centered planning because of the interaction among all individuals involved and it provided the opportunity to express their opinions, desires, and wishes.
- ✦ In general, the responding youth were happy with their friendship and were participating in more activities in their communities.
- ✦ While the youths' level of community involvement did not increase substantially, quality of life indicators like happiness, fulfillment, and satisfaction with connection to his/her community showed great improvement between pre/post and 6-month/12-month surveys.

FAMILIES

- ✦ Family members recognized that this is a process that will continue to develop and expand throughout their child's life.
- ✦ Family members felt their child was happy and fulfilled some or most of the time and that the child's community involvement did increase at least a little during the planning process.

"The process of developing the plan inspired new awareness in everyone. We found the entire process to be enormously helpful and illuminating - really beyond our expectations. In many ways it was the catalyst that prompted [our daughter] to begin thinking very concretely about her future, her aspirations and what she can do to move all this forward, which is a very big part of this next step. This is a process and will continue to develop and expand as she moves into the world and activities of adulthood. It has given us the confidence to make the first needed steps."



SUPPORT COORDINATORS

- ✦ Support coordinators who participated in the program overwhelmingly felt that the PCP process was valuable for the youth.

On their experience with PCP – what worked well:

"The emphasis on the individual for whom the plan was created: the importance of their input; action plan supporting their goals; emphasis on "how to meet goals" rather than "no, this is not a reasonable goal;" the positive nature of the process; and emphasis on steps needed to reach goals and shared responsibility. Also, emphasizing the importance of community involvement and networking."

"Everyone on the team learned something new that they didn't know or was aware of. Made it easier for agency staff to understand the person better that they are providing services to."