



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

# Chart the Journey

How to Use the New  
North Carolina Person-  
Centered Planning  
Resource Toolkit Website

yale  
program  
for  
recovery  
and  
community  
health

**Janis Tondora, PsyD**  
**Yale Program for Recovery and  
Community Health**

November 20, 2024

# Welcome to Our Launch Party



We will **mute audio for ALL** to reduce interference. You can unmute as needed during our Q&A.



For **technical issues** with audio, video, Zoom, **please direct questions in chat to Dwanda Woodward.**



**Access your chat box** to post questions. We want to hear from you.



**Janis Tondora, PsyD (she/her)** is an Associate Professor in the Department of Psychiatry at the Yale Program for Recovery and Community Health. Her work involves supporting the implementation of person-centered practices that help people with behavioral health concerns and other disabilities to get more control over decisions about their services so they can live a good life as they define it. Dr. Tondora has done this work in partnership with over 25 states, and multiple international collaborators, where she both teaches and learns from, stakeholders committed to person-centered systems transformation

**Meet Our  
Presenter**



*Fun Fact:  
Janis comes from a long  
line of frog catchers.*

# Poll

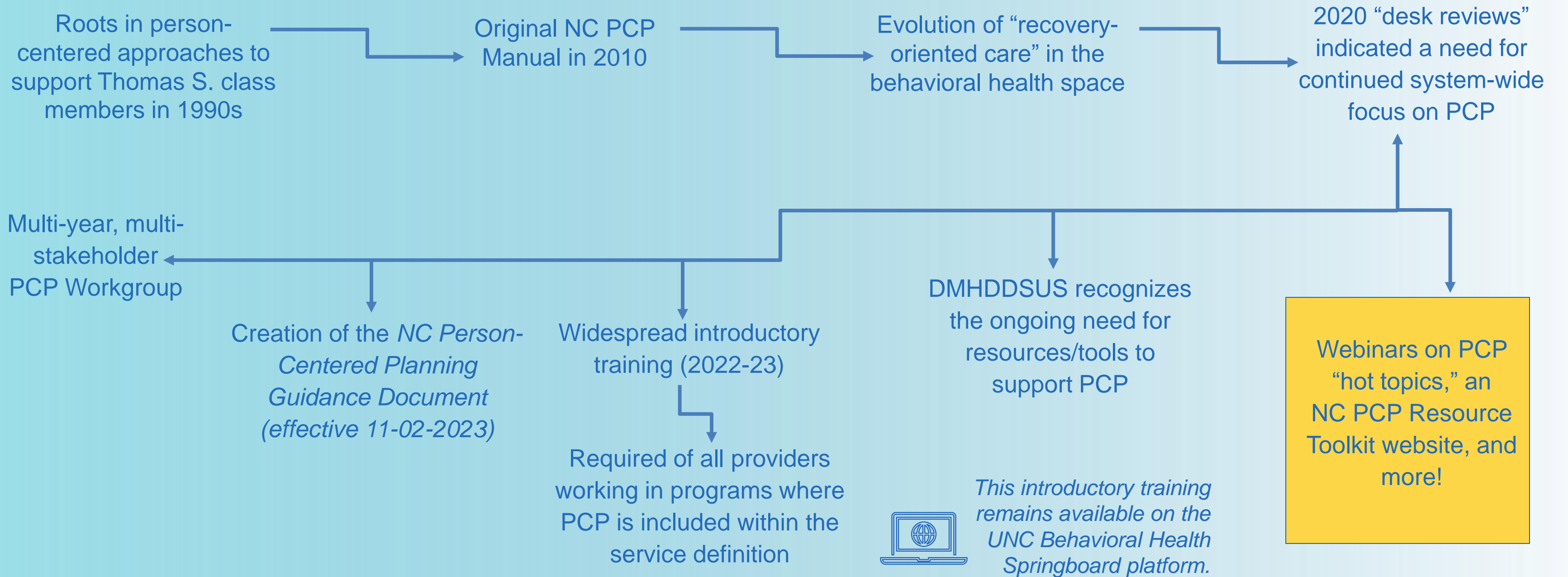
***What type of person-centered planning topics would you like to access resources around to apply and share?***

1. Community inclusion
2. Cultural considerations/modifications in PCP
3. Evaluation and Quality Monitoring
4. Goal/Vision Setting
5. Organizational and Implementation Strategies
6. Person-Centered Strength-based Assessment
7. PCP Documentation
8. Person-Centered Crisis Planning
9. Role of Peer and Family Engagement Specialists
10. Tools for People with Lived Experience

***Something else? Please add it to the chat.***



# History of PCP in NC Timeline





# *NCPCP Resource Toolkit Website*

A learning and professional development initiative  
of North Carolina Division of Mental Health,  
Developmental Disabilities, and Substance Use Services


*Access the Site:*

<https://bhs.unc.edu/pcp-resources/>

## *Chart the Journey*

The Person-Centered Planning (PCP) process begins with the preferred life vision of the individual and their family, as desired, or as required by law (as is the case with youth and adults with legal guardians). PCP takes the concept of self-determination from theory to practice. This honors the voices and choices of service recipients as the primary factor in developing individualized and strengths-based care plans. These plans help each person and family to pursue their unique and valued life goals and to overcome health or disability-related barriers that may interfere. Use this website to learn more about PCP and access resources to advance its implementation in the service of supporting ALL individuals in their “right to live, love, work, learn, play, and pursue their dreams in the community” (North Carolina Person-Centered Planning Guidance Document, 2024).



A photograph of three young people smiling outdoors. In the foreground, a young woman with long dark hair is smiling broadly, wearing a dark jacket. To her right, a young man with a beard is also smiling, wearing a tan jacket. In the background, another young man with long blonde hair is visible, wearing a brown jacket and a patterned tie. The background is a blurred natural setting with greenery and a bright sky.

*...“right to live, love, work, learn, play, and pursue their dreams in the community” (North Carolina Person-Centered Planning Guidance Document, 2024).*



# How to use our website

## Core Resources

Stay grounded in the core resources developed by the North Carolina Department of Health and Human Services, Mental Health, Developmental Disabilities, and Substance Use Services collection of training webinars, case studies, and other innovative resources all available at no cost via our website.



### North Carolina DHHS Person-Centered Planning Guidance Document

Official PCP practice guidelines from the NC Division of Mental Health Developmental Disabilities and Substance Use Services (DMHDDSUS)



### North Carolina DHHS PCP Template

Suggested North Carolina DHHS PCP Template



### North Carolina DHHS Crisis Plan

Official individual crisis plan PCP template required by DMHDDSUS. Note that the Crisis Plan must look exactly like the plan format offered in the Excel spreadsheet. Providers are not allowed to add to this template or remove any content.



# Reminder

**The North Carolina PCP Resource Toolkit website builds upon an online four-hour training which introduces the key principles and practices of PCP.**

- The introductory training is required for all DMHDDSUS providers working in a program where the service definition includes PCP.
- Users of the NCPCP Resource Toolkit website are expected to have completed this training.

***The training is housed on the UNC Behavioral Health Springboard website at [bhs.unc.edu](https://bhs.unc.edu) for anyone to take free of charge any time.***



## *How to use our website*

- 1** Explore our online library of articles, guides, webinars, and best practices compiled and selected by nationally recognized PCP subject matter experts to help you implement person-centered planning with a focus on individualized care and support.
- 2** Access downloadable toolkits that provide step-by-step instructions on how to implement a wide variety of person-centered practices at both the individual and organizational level and how to increase engagement and partnering skills in the co-creation of person-centered plans with people and families.
- 3** Utilize our extensive search functions to focus your learning on specific audiences, age groups, disability population, and presentation formats. Remember, too, that many tools and resources are often relevant to multiple audiences and across the life span and diverse disability populations.



# NCPCP Resource Toolkit Website

RESOURCES

SEARCH

CONTRIBUTING PARTNERS

ABOUT

SEARCH

*or browse the resources below...*

**FILTER BY**

Topic ▾

Focus ▾

Audience ▾

Format ▾

Life Stage ▾

Reset All Filters

## FILTERS EXAMPLES

*“Printed Materials” about “Goal/Vision Setting” for “Youth”*

*“Websites” about “PCP Documentation”*

*“Templates” for a “Direct Support Practitioner”*



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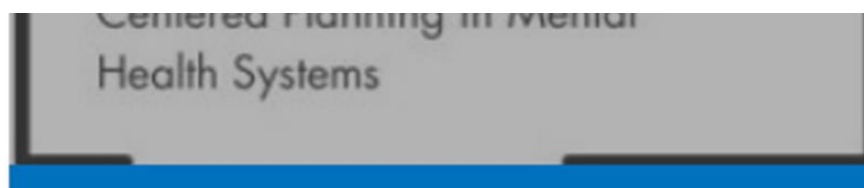


## Affordable Care Act Guidance for Implementing Standards for Person-Centered Planning and Self-Direction in Home and Community-Based Services Programs

Official 2014 Rule of the Department of Health and Human Services requiring person-centered planning in Home and Community-Based Services and Long-term Services and Supports.

Printed Materials

Topics: *Organizational and Implementation Strategies*

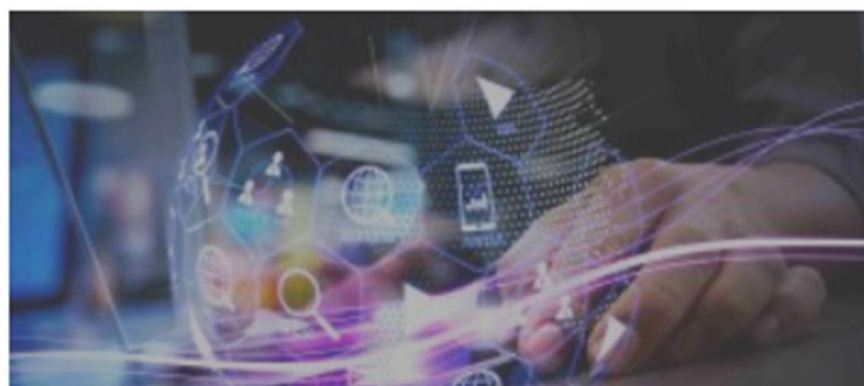


## Applying Peer Support to the Top 10 Concerns About Person-Centered Planning in Mental Health Systems

In this brief, Martha Barbone, a member of the NCAPPS Person-Centered Advisory and Leadership Group, describes the role peer support can play in addressing common concerns regarding person-centered planning.

Printed Materials

Topics: *Organizational and Implementation Strategies, Role of Peer-Family/Engagement and Capacity Building People with Lived Experience*



## Certified Community Behavioral Health Clinic (CCBHC) Certification Criteria

2023 Official CCBHC Certification Criteria

Printed Materials

Topics: *Organizational and Implementation Strategies*



## Charting the Life Course (CtLC) Nexus Mapping Relationships Tool

# NCPCP Resource Toolkit Website

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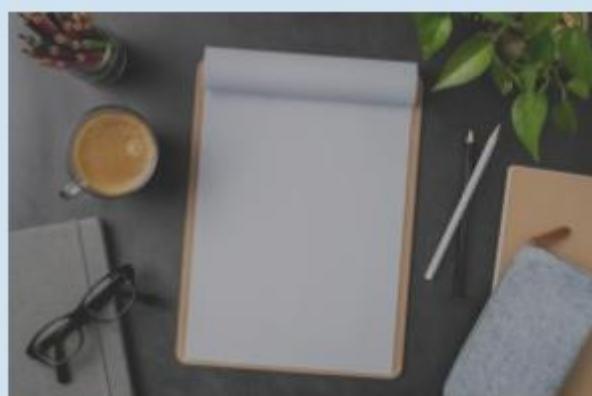
## Search

Utilize our extensive search functions to focus your learning on specific audiences, age groups, disability population, and presentation formats. Remember, too, that many tools and resources are often relevant to multiple audiences and across the life span and diverse disability populations.

SEARCH

*resources from the archives*

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# Contributing Partners

## North Carolina Department of Health and Human Services

The Department of Health and Human Services manages the delivery of health- and human-related services for all North Carolinians, especially our most vulnerable people – children, elderly, disabled and low-income families. The Department works closely with health care professionals, community leaders and advocacy groups; local, state and federal entities; and many other stakeholders to make this happen.

The Department is divided into 33 divisions and offices. NCDHHS divisions and offices fall under six broad service areas – Health; Opportunity and Well-Being; Medicaid; Operational Excellence; Policy and Communications; and Health Equity.

NCDHHS also oversees 14 facilities: developmental centers, neuro-medical treatment centers, psychiatric hospitals, alcohol and drug abuse treatment centers, and two residential programs for children.

[LEARN MORE](#)

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities and  
Substance Use Services

## Yale Program for Recovery and Community Health

The Yale Program for Recovery and Community Health (PRCH) promotes the recovery, self-determination, and community inclusion of people facing psychiatric disability and/or addiction through focusing on their strengths and the valuable contributions they have to make to the lives of their communities. We work to transform behavioral health programs, agencies, and systems of care to be culturally responsive and re-oriented to facilitating the recovery and social inclusion of the individuals, families, and communities they serve. The PRCH team consists of a diverse multi-cultural and multi-disciplinary group of practitioners, researchers, educators, and advocates. Our physical space and transformational focus are intentionally based in the community and beyond the walls of Yale University's broader campus.

[LEARN MORE](#)

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# About

## *More About the North Carolina Person-Centered Planning Initiative*

Since the development of the previous NC Person-Centered Planning (PCP) Manual in 2010, there has been a significant shift in our understanding of what person-centered practice is and how it must be implemented to better support individuals and families in achieving their unique vision of a good life. In 2016, a DMHDDSUS workgroup was formed to begin modifying the PCP Manual and accompanying PCP Template to better support our mission to advance PCP across our system of care. This diverse workgroup had subject matter experts from each disability and developmental age group, as well as individuals and family representatives with lived experience. From this work group, a more user-friendly Guidance Document and PCP Template was created to assist anyone responsible for developing person-centered plans.

To support providers in meeting the standards as set forth in the PCP Guidance Document, a virtual, four-hour training introducing the key principles and practices of PCP was developed and required for all DMHDDSUS providers working in a program where the service definition includes PCP. This training was offered in a series of webinars in 2023 and then subsequently recorded and archived on the UNC Behavioral Health Springboard platform to ensure its ongoing availability.

This PCP Resources website was developed to build upon the introductory training and provide you with a wide array of tools to support your implementation of PCP in day-to-day practice. Users of this website are expected to have completed the prerequisite training as the application of any tool is only as strong as they skill of the person who is using it. PCP tools are optimized when a user has had training to more fully embraces the core values and principles of PCP.

## *Building Momentum, Charting the Journey*

While the development of the new North Carolina PCP Guidance Document has evolved only over the last decade, it is important to acknowledge that the state has a long history of working to support people using a person-centered practices framework. Starting in the early 1990s, part of the state's commitment to Thomas S. class members was to provide services using Essential Lifestyle Planning (ELP). In the late 1990s the state supported the use of Wellness Recovery Action planning (WRAP) as self-directed recovery tool for people living with mental health concerns. Additionally, the state supported training in several other models of person-centered planning, including Planning Alternative Tomorrows with Hope (PATH), Making Action Plans (MAPS), Circles of Support, and Person-Centered Thinking®. This history reflects a rich tradition of PCP models in North Carolina and across the country as a whole. While these models and tools may have been applied more consistently with certain populations or with youth versus adults, they ALL share the same core values and mission of helping people to live a good life as they define it and to maximize their self-determination, choice and control in all aspects of care. The intent of the PCP Guidance Document and this PCP tools platform is not to endorse any ONE SINGLE model. Rather, this website aims to help you build your very own PCP "toolbox" by curating and collecting the very best of PCP tools from a wide variety of sources and organizing them for you in a single, user friendly and accessible web-based platform. They have been gathered from, or originated in, public information sources, national subject matter experts, leading PCP programs, research-based activities, lived experience recommendations, and North Carolina "home-grown" resources to support quality PCP practice, including core resources such as the PCP Guidance Document and Template.





**Closing  
Q&A...  
Your  
Thoughts  
and Ideas**



*Supporting unique paths  
toward recovery and wellness*

**North Carolina Person-Centered  
Planning Resource Toolkit Website**

**Visit: <https://bhs.unc.edu/pcp-resources/>**



# Make A Note: Join Our Next Webinar:

*How to Design and Use Electronic  
Health Records to Optimize  
Person-Centered Planning*

**Thurs., December 12, 2024  
1:00 PM - 2:30 PM, ET**

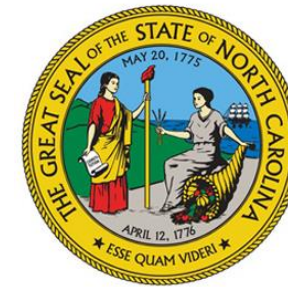
Looking for ways to avoid the pitfalls and advance the promise electronic health records offer to the person-centered planning process?.

**REGISTER NOW**





# Contact Us



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thank  
you