



## Fiscal Year (FY)2020-2021 Workplan



# COMMUNITY OF PRACTICE FOR SUPPORTING FAMILIES PENNSYLVANIA STATE TEAM

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### Abstract

This document reflects ongoing efforts as well as areas of focus for new or enhanced strategies for the Initiative Coordinator and leadership team for the fiscal year 2020-2021. It is a companion to the Initiative Workplan.

**ISAC RECOMMENDATION #4 STRATEGY 1**

Recognize that family is defined by the person; by who is important to the person. It may include biological and chosen family or staff.

**Current Activities***Established and ongoing*

1. Recognizing that family is defined by the person is an area of focus for all trainings broadly in the Office of Developmental Programs (ODP).
2. Self-Advocates United as 1 (SAU1) Ambassadors are integral members of the leadership team and provide trainings and mentoring as well as technical assistance (TA) to partners.
3. The Supporting Families Statewide Initiative Coordinator provides weekly TA to SAU1 and to PA Family Network as needed.
4. At ODP State Centers, training has been completed for some staff and is ongoing for others. Additionally, information is provided for the person and family about Charting the LifeCourse (CtLC) by sending information, having 1:1 talks, and sharing information at family events.
5. SAU1 provides Vision Events training on creation and use of Integrated Supports Stars.

*In initial stages*

1. 6100 regulatory compliance guide (RCG) and training state that family includes persons designated by the individual.
2. SAU1 is in discussion with the National Community of Practice (CoP) about a tailored Self Advocate Ambassador training to increase their skills in CtLC framework application.

**Fiscal Year (FY) 20-21 New or Enhanced Activities**

1. The CoP for Supporting Families Leadership Team will develop a strategy to promote inclusion at the beginning of communications because the title "Supporting Families" does not automatically include the person with Intellectual and Developmental Disabilities or Autism (IDD/A).
  - a. All communications relative to the CoP for Supporting Families will utilize phrasing that identifies to whom the content of the communication is applicable, whether it is intended for self-advocates, their identified families, or both.
  - b. Communications can also be enhanced by adding the CtLC icon of the person in the context of the family.



- i. This icon indicates Person Centered communications.



- ii. This icon indicates including Family as identified by the person.

- 2. The PA CoP for Supporting Families will promote a clear commitment to person centered planning to encourage the person and their identified family to have strong visions and high expectations.
  - a. The Supporting Families Statewide Initiative Coordinator will confirm that CtLC is currently incorporated into the established 3-day Person Centered Planning training for PA.

## **ISAC RECOMMENDATION #4 STRATEGY 2**

Support the work of the PA Family Network to reach families with a consistent message of the importance of family expectations of a good life for family members and opportunities for discovery and navigation of support/service systems and community-based resources.

### **Current Activities**

#### *Established and ongoing*

1. PA Family Network is an integral member of the leadership team and Family Advisors provide trainings and mentoring as well as TA to partners.
2. Statewide Conference presentations and Expos: PA Family Network and ODP collaborate to provide these; PA Family Network presents independently; ODP presentations include referral information to PA Family Network and SAU1.
3. Training announcements reach a broader stakeholder group via MyODP News Online Weekly Digest, the ODP-Supporting Families ListServ, and when leadership team members send information to their contacts.
4. Family advisors are co facilitating regional collaborative meetings in some areas of the state and are therefore active leaders with regional collaboratives statewide for planning, implementing LifeCourse and supporting families.
5. Additional formal trainings for families are now offered by PA Family Network including ODP Waiver trainings.
6. The PA Developmental Disabilities (DD) Council established a fund for individuals and families to pay for trainings and related expenses.

#### *In initial stages*

1. PA Family Network is developing a YouTube channel.
2. ODP Quality Assurance efforts include surveying families.

### **FY 20-21 New or Enhanced Activities**

1. PA Family Network will work with SAU1 to explore Ambassador training through the National CoP.

**ISAC RECOMMENDATION #4 STRATEGY 3**

Support the continued growth of regional collaboratives, through the Community of Practice, so that communities and all stakeholders experience genuine direction and ownership in local approaches to ensure equal access and support of individuals and families.

**Current Activities**

*Established and ongoing*

1. ODP Supporting Families ListServ promotes the efforts of the Initiative locally, statewide and nationally.
2. Expand the representation of PA on National Innovation Calls.
3. ODP quarterly meetings are held for the following innovation areas: Front Door, Supporting Self Advocates and Families, Supports Coordination, and Employment.
4. Regional collaboratives are meeting with one another to plan and share information.
5. Several events are planned throughout the state among the regional collaboratives.
6. Regional leads are working closely with their regional collaboratives through trainings and TA.
7. Utilization of the 2019-2020 Regional Collaborative Reporting Tools informs the work of the CoP and the regional collaboratives as well as identifying the needs and tracking the work of each regional collaborative.
8. Ongoing focus on sustainability of the CoP in PA.
9. Expand the reach of the CoP and utilization of the LifeCourse Framework.
10. Guidance and support by representatives from ODP and the PA Family Network (requested by regional collaboratives to be at every meeting).
11. Resource tables/fairs.
12. Regional opportunities are managed by Regional Leads for sharing opportunities and stakeholder meetings.

*In initial stages*

1. Strengthen regional collaboratives and county relationships and utilization of the CtLC.
2. Quarterly use of the Reporting Tool.

3. Hold a Regional Collaborative Summit every two years: next in-person summit is being planned for summer 2021 dependent upon guidelines for in person events due to the pandemic.
4. Build and ensure Quality Outcomes across the regional collaboratives.
5. Collect and review data via Quality Measures.
6. Provide more information on what other states are doing: shared via invitation to join National Calls on ODP Supporting Families ListServ but can expand to also share written highlights/articles.
7. DD Council has committed to connect each of their grant projects with regional collaboratives.

### **FY 20-21 New or Enhanced Activities**

1. Enhance the use of the Supporting Families ListServ.
  - a. Initiate a tip of the month ListServ communication to provide regional collaboratives with ideas to activate and energize collaboratives.
    - i. This goal will be included in discussions with the Training Workgroup and incorporated as deemed appropriate into the CoP for the Supporting Families Training Plan.
  - b. Offer regional collaboratives the opportunity to use the ListServ to request information from one another (the way that NASDDDS members use their ListServ), and to communicate at the local and regional levels. This can also help regional collaboratives stay connected to their purpose and role.
2. The CoP for Supporting Families Leadership Team will devise and communicate methods to gather more stakeholders at the table including expanding diversity and representation in regional collaboratives and increasing the number of self-advocates and family members who attend regional collaborative meetings.
  - i. Using TA hours with the National CoP for Supporting Families in 06/2020, the CoP for Supporting Families Leadership Team developed Integrated Support Stars addressing this action. Those stars may be part of the Tips of the Month series or they may be shared in a different manner; the method will be determined by ODP Regional Leads with input from the CoP for Supporting Families Leadership Team and the CoP for Supporting Families Training Workgroup.
  - ii. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
3. The Supporting Families Statewide Initiative Coordinator will create a new quarterly reporting tool that is user friendly and less time consuming to capture information about the structure and activities of the regional collaboratives.

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4. The CoP for Supporting Families Leadership Team will create a toolkit for regional collaboratives that they can use to provide a brief overview of CtLC to new members. This is a request from the 2019 Regional Collaborative Summit.
  - a. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
5. The Supporting Families Statewide Initiative Coordinator will review trainings already available and determine if updates are needed or recommended with input from the CoP for Supporting Families Leadership Team and/or the CoP for Supporting Families Training Workgroup.
  - a. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
6. The CoP for Supporting Families Leadership Team will hold a virtual summit in March 2021 (virtual format similar to NASDDDS or National CoP Annual Meetings).
  - a. Due to the role that members play in responding to imminent needs in the face of the pandemic, Regional Leads will first check in to see if there is time and interest to hold a summit this year.
  - b. Exploring transition activities related to COVID-19 in support of individuals and families is one recommended topic for regional collaboratives.
  - c. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
7. Regional collaboratives will have enhanced opportunities between the in-person and virtual summits to share success stories – what’s working and what are people doing. This is a request from the 2019 Regional Collaborative Summit.
  - a. There are many ways that this could be accomplished. One idea is for the Innovation workgroups to provide one success story highlight.
  - b. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
8. Regional collaboratives will be provided TA about how to have better buy in from Supports Coordination Organizations (SCO). This assistance was requested in feedback from the 2019 Regional Collaborative Summit.
  - a. The Supports Coordination (SC) Innovation area will discuss this request and provide recommendations.

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- b. This information may be shared as part of the Tips of the Month series or in a different manner; the method will be determined by ODP Regional Leads with input from the CoP for Supporting Families Leadership Team.
  - c. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
9. The CoP for Supporting Families Leadership Team will plan the 2021 in person Summit with the support of Columbus Group as needed.
- a. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.



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### **ISAC RECOMMENDATION #4 STRATEGY 4**

Align supports coordination with the LifeCourse Framework so that SCs have the skills and capacity to encourage, explore, and plan with self-advocates and families about their vision of a good life.

#### **Current Activities**

##### *Established and ongoing*

1. Innovation group call for SCs is held quarterly and led by Western Region Co-Lead for CtLC.
2. Ongoing in-person trainings by ODP regional leads across the state deliver trainings around the LifeCourse framework to Supports Coordinators.
3. Early Intervention includes working with SCs to use tools for EI transition in person and online.
4. Regional ODP leads provide TA to SCOs including CtLC framework discussion, how to use tools, family involvement, and additional SCO meetings discussing how to incorporate tools into ISPs and monitoring.
5. PA Family Network provides TA to SCOs.
6. Providers report seeing SCs use CtLC tools at ISPs and in preparation for ISPs.

##### *In initial stages*

1. Streamline information dissemination (ODP Supporting Families CoP ListServ and MyODP landing pages).
2. System to share resources (ODP Supporting Families CoP ListServ and MyODP landing pages).
3. Develop local Quality Measures. Consider the following areas:
  - a. Life Course framework and/or tools introduced at intake.
  - b. Registration/tracking the number of families introduced to the LifeCourse principles.
  - c. Did 100% of the individuals coming through our intake, receive LifeCourse information and LifeCourse principles?
  - d. Did 100% of the individuals coming through our intake receive community resource information?
  - e. Do SCOs enter their initial meeting with consumers/families with knowledge about consumer needs in various life domains?
  - f. Did participation in community outreach events increase from the previous year?

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- g. # of individuals served through the Community Support Specialist position
- h. # of individuals competitively employed
- i. Number of families introduced to the CtLC framework and PA Family Network through front door activities

### **FY 20-21 New or Enhanced Activities**

1. Determine if the webinars for SCs need to be updated. While the SC Strategic Thinking group is reworking SC orientation and reviewing CtLC Webinars used in orientation, the CoP for Supporting Families Leadership Team can review the trainings and offer recommendation on the matter.
  - a. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
2. Sustainable methods of training and capacity building for SCs using CtLC will be explored. This is recommended due to SC turnover and the skill development process that is needed with CtLC: learning about the framework and tools, learning and practicing applying the framework and tools, and participation in the learning collaborative.
  - a. This goal will be included in discussions and incorporated as deemed appropriate into the CoP for Supporting Families Training Plan.
3. The Supporting Families QM Plan has been developed and is being initiated.
  - a. The CoP for Supporting Families Leadership Team is developing a Question Pro survey to gather a baseline.
  - b. A new question has been developed and submitted for inclusion in the Quality Assessment & Improvement (QA&I) Interim Interview specific to the COVID-19 timeframe.
  - c. The QA&I Community of Practice questions will be reviewed and modified as needed by the CoP for Supporting Families Leadership Team. Any changes will be submitted by the Supporting Families Statewide Initiative Coordinator to Angela Fortney by April 1, 2021 for inclusion in the next cycle.
4. The CoP for Supporting Families Leadership Team will promote the individual and family keep the tools, take them to all meetings, and encourage them to use them to communicate and to plan. This will reduce duplication and will improve people being on the same page. It also supports that the person and family have strong visions and high expectations.
5. The Supporting Families Statewide Initiative Coordinator will request that the National CoP for Supporting Families share data from any states that have explicitly embedded CtLC into outcome

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measures. The CoP for Supporting Families Leadership Team will review that data and determine how it can inform PA efforts to support families.

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### **ISAC RECOMMENDATION #4 STRATEGY 5**

Amend the ISP to address families' needs, including challenges a family faces, the vision for the individual, and extended family information.

#### **Current Activities**

##### *Established and ongoing*

1. At ODP State Centers, conversations with families include more listening and talking about their needs. Additionally, trainings were held for all plan and program writing staff.
2. Some SCs are sending CtLC materials with ISP invitations.
3. SAU1 Vision events support developing a vision and promoting that vision at their ISP meeting and sharing the expectation that it should be reflected in their ISP.

##### *In initial stages*

1. Simplified system(s) efforts are in progress: planning and developing of a new ISP system to address family's needs, include the individual's vision as well as their family's vision(s).

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### **ISAC RECOMMENDATION #4 STRATEGY 6**

Develop materials leading families to information, connections, opportunities, supports, and resources needed to build everyday lives for all.

#### **Current Activities**

##### *Established and ongoing*

1. Pursue and secure more LifeCourse Materials for distribution.
2. Begin more intentional data collection and analysis with the support of QA&I.
3. PA Family Network has workshops regarding LifeCourse available in Spanish.
4. SAU1 and PA Family Network provide in person and online trainings to individuals and families.

##### *In initial stages*

1. SAU1 Ambassadors and Power Coaches for Supporting Families CoP are working on the Charting the Good Life Curriculum for self-advocates to increase their knowledge and improve their trainings.
2. SAU1 is developing a weekly series on Charting the Good Life for self-advocates with TA from the Supporting Families Statewide Initiative Coordinator and National CoP.
3. Increase ODP trainings for families. This is due to recommendations that people work from home during the COVID-19 pandemic.
  - a. ODP has increased trainings for families from ODP leadership.
  - b. Regional Leads attend Zoom calls hosted by SAU1 to present information and answer questions.
  - c. SAU1 and PA Family Network have developed and held regular online forums for self-advocates and families to provide updates, discuss experiences and answer questions.
4. The DD Council is establishing a self-advocate and family fund for education/training/conferences.

#### **FY 20-21 New or Enhanced Activities**

1. The Gold Book will be finalized and released.
  - a. It is currently in draft format. The Supporting Families Statewide Initiative Coordinator will provide TA in the revision as needed.
  - b. SAU1 is requesting that ODP create a companion document for self-advocates. This request will be reviewed by ODP leadership upon completion of the Gold Book.

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2. A Training Workplan for the CoP for Supporting Families will be developed with the Division of Training and Communication for relevant actions in FY 20-21.
  - a. A CoP for Supporting Families Training Workgroup will be formed with key members of the CoP for Supporting Families Leadership Team and members of Regional Collaboratives.

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### **ISAC RECOMMENDATION #4 STRATEGY 7**

Strategize multiple ways to disseminate information to families. Communication avenues including counties, providers, email distribution lists, school districts, advocacy organizations, social media, and traditional media at the local and state level.

#### **Current Activities**

##### *Established and ongoing*

1. MyODP Supporting Families updates being gathered and transmitted to the platform.
2. PA Supporting Families CoP Facilitator provides TA to SAU1 via weekly calls.
3. Webinars.
4. PA Family Network is using Instagram, Facebook (including Facebook Live) and Twitter to share information.
5. Some providers attend regional collaborative meetings.
6. Some providers are using CtLC generally, others very intentionally.
7. Office of Childhood Education and Learning (OCDEL) shares CtLC tools, resources, framework with statewide Early Childhood home visitors.
8. DD Council has begun sharing Supporting Families events through web and social media.
9. Leadership team members provide CtLC trainings at Transition and Employment Conferences as well as for Community Participation Support (CPS) Supports Brokers, Administrative Entities (AE), SCs, and providers.

##### *In initial stages*

1. Increase Social Media presence: SAU1 is establishing a Good Life Group site on Facebook.

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### **ISAC RECOMMENDATION #4 STRATEGY 8**

Focus on the engagement of cross-systems partners in the Community of Practice to recognize their roles in supporting families to have strong visions and high expectations. The value their roles play in improving access for families to needed information, supports, and services throughout the lifespan is essential.

#### **Current Activities**

##### *Established and ongoing*

1. Regional Collaboratives are building this capacity at varying paces. Key to their work is bringing broad representation into their stakeholder groups; including school districts, providers, advocacy groups, and generic community partners (such as parks and rec., clubs, businesses, churches, etc.). Presentations are continuing to be requested by provider groups and others.
2. Continue to invite partners to planning meetings for COP.
3. Present and attend Cross System Conferences.
4. The Supporting Families Statewide Initiative Coordinator leads quarterly CoP leadership team meetings in person and monthly calls.
5. SAU1 is involved with ISAC, PA DD Council, and other statewide meetings.
6. PA Family Network offers as much TA to partners as possible through their contract with ODP.
7. ODP State Center leads are providing more training to staff and family on CtLC tools.
8. Cross Systems partners are welcomed to join the PA Innovation Area calls.
9. Training & TA to Providers (Community Participation Supports/ Life Sharing/ residential habilitation/ employment services/ in home & community supports/companion/ public & private ICFs/ supports brokers/ Pa Early Intervention).
10. Maintain presence at non-disability events, conferences, and forums to provide information about CtLC.

##### *In initial stages*

1. Allegheny County is starting a pilot to integrate CoP/CtLC into their current processes for up to 20 transition age youth graduating in 2021.
2. The Supporting Families Statewide Initiative Coordinator, ODP regional leads, SAU1, PA Family Network, and other partners train via in person trainings at agencies and conferences, webinars for the medical community, preschool/daycare educators, school systems (PDE), emergency responders, religious communities and legal systems.
3. Develop a Quality Management plan so that families get the information they need when they need it.



4. DD Council will promote connections between council grantees and the supporting families' initiatives/people.
5. Increase training for education professionals by offering Continuing Education Credits for CtLC training.
  - a. Training for Huntington/Mifflin/Juniata Special Education teachers and paraprofessionals is in development with the support of PATTAN.
6. Incorporate CtLC in Early Intervention (EI).

**FY 20-21 New or Enhanced Activities**

1. Expand and improve the hand-off from EI to ODP. There is a gap for some between ages 3-8, possibly due to testing/concerns of labeling children too young through testing.
  - a. ODP Regional Leads and the Supporting Families Statewide Initiative Coordinator along with EI Leadership Team members will review concerns and address any deficits and/or areas of concern.
2. The Supporting Families Statewide Initiative Coordinator will map Ambassadors and Champions of CtLC in PA to identify roles and connect them to the work of the CoP.

## **ISAC RECOMMENDATION #4 STRATEGY 9**

For people who are waiting for supports and services, utilize the supports coordination service, Targeted Support Management, to support community navigation through the LifeCourse Framework and tools for planning, connecting with other families, and finding information and resources within their communities.

### **Current Activities**

#### *Established and ongoing*

1. Some regional SCO meetings include a standing agenda item to share practices.
2. SAU1 provides TA to regional collaborative members that include AEs and SCs about supporting individuals who are waiting for supports and services.
3. PA Family Network provides trainings about the use of CtLC for planning in different life stages and life domains. They also provide mentoring.
4. SAU1 provides trainings about the use of CtLC to use integrated supports.

#### *In initial stages*

1. Targeted Support Management (TSM) bulletin is being updated to include expectations for use of CtLC.
2. The Intake Manual is in development to include expectations for use of CtLC.

### **FY 20-21 New or Enhanced Activities**

1. CoP for Supporting Families leadership team will provide guidance and support to AEs when the revised Intake Manual and the revised Targeted Support Management bulletin are released. This is because AEs may be implementing new business practices as a result of those releases. The leadership team will devise and implement a strategy for support.
2. ODP will expand TSM to include children age 0 through 8 with a developmental disability diagnosis with a high probability of resulting in an intellectual disability or autism.