



**Person-Centered Thinking, Planning,  
and Practice:  
A National Environmental  
Scan of Foundational  
Resources and Approaches**

December 2019



# Introduction

This resource was designed to support technical assistance provided by the National Center on Advancing Person-Centered Practices and Systems (NCAPPS). It provides an annotated summary description of foundational resources and approaches for person-centered thinking, planning, and practice. NCAPPS technical assistance recipients and others may use this resource to inform their strategy to align person-centered approaches across human service systems serving people with disabilities, older adults, and people with behavioral health service needs.

This document is part of a series of environmental scans to support NCAPPS technical assistance. They may be used by other States, Tribes, and Territories seeking to enhance person-centered thinking, planning, and practice. The other two documents in the series include a scan of person-centered definitions and principles and a scan of indicators (or measures) of person-centered thinking, planning, and practice.

The first section of this document includes several examples of early person-centered planning approaches; most of the resources available today have their origins in one or more of these examples. Additional resources are organized first by **primary population focus**, starting with those that focus on more than one population, followed by those that focus on aging, those that focus on intellectual and developmental disability (IDD), and those that focus on mental health. Within these subsections, resources are listed **alphabetically by author**.

This scan is a living document: resources will be updated as additional approaches are developed and identified.

Recommendations and comments are encouraged to ensure the scan is complete, appropriate, and current. If you'd like to recommend a resource to add to this summary, send us an email at [ncapps@hsri.org](mailto:ncapps@hsri.org).

# Environmental Scan

## Foundational References

### The Origins of Person-Centered Planning: A Community of Practice Experience

Lyle O'Brien, Connie, O'Brien, John. | 2000

An overview of early efforts in person-centered work can be found in “The Origins of Person-Centered Planning: A Community of Practice Experience” by Connie Lyle O'Brien and John O'Brien. The authors trace the history of several common approaches to person-centered planning and note the influence of the growth of community services and the principle of normalization on person-centered approaches.

**Excerpt:** “The [term] person-centered planning became common by 1985. It expresses the family resemblance among these different methods and suggests that they share common genes. This heritage was said to include: seeing people first rather than relating to diagnostic labels; using ordinary language and images rather than professional jargon; actively searching for a person’s gifts and capacities in the context of community life; and strengthening the voice of the person and those who know the person best in accounting for their history, evaluating their present conditions in terms of valued experiences, and defining desirable changes in their lives (Mount, 1992).”

**Source:**

<http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.502.8388&rep=rep1&type=pdf>

## Finding a Way Toward Everyday Lives: The Contribution of Person Centered Planning

O'Brien, John, Lovett, Herbert. | 1992

In 1989, the Pennsylvania Office of Developmental Programs initiated a series of conversations with a wide range of stakeholders to consider what the future could and should look like for people with disabilities. In June of 1992, they sponsored a conference on various approaches to person-centered planning. This resource was an outcome of those efforts.

**Excerpt:** “Person centered planning can invite, align, and direct shared efforts to create positive community roles for people with disabilities. It allows people to exercise their practical wisdom to work for more inclusive, more just communities. To support their work and its improvement, people involved in person-centered planning need to extend their network of relationships across the different approaches to person-centered planning, community development, and service reform. The future of person centered planning depends on their willingness and ability to improve their practice through critical reflection on the effects of their work in the lives of people with disabilities and their families.”

**Source:**

[https://www.nasddds.org/uploads/documents/Finding\\_a\\_Way\\_Toward\\_Everyday\\_Lives.pdf](https://www.nasddds.org/uploads/documents/Finding_a_Way_Toward_Everyday_Lives.pdf)

## Everyday Lives: Values in Action

Pennsylvania Department of Human Services | 2016

Twenty-five years after the initial project of the Pennsylvania Office of Developmental Program. “Everyday Lives: Values in Action” was published. This resource reviews key values, notes important dates in national disability issues, provides data on specific accomplishments, and offers recommendations, and includes stories of people living everyday lives.

**Excerpt:** “The foundation of *Everyday Lives: Values in Action* is two statements: 1. We value what is important to people with disabilities and their families, who are striving for an everyday life. An everyday life is about opportunities, relationships, rights, and responsibilities. It is about being a member of the community, having a valued role, making contribution to society, and having one’s rights as a citizen fully respected. It is a vision that we should all be working toward together. 2. People with disabilities have a right to an everyday life; a life that is no different than that of all other citizens.”

**Source:**

<https://www.dhs.pa.gov/docs/Publications/Documents/Everyday%20Lives/EDL+booklet+proof+11-1-2016.pdf>

## MAPS and PATH Differences & Similarities

Pearpoint, Jack. O'Brien, John. Forest, Marsha. In *Inclusion News* | 1998

MAPS is a person-centered planning process first developed to support students with disabilities to participate more fully in school settings. PATH is a complementary planning process that begins with a vision for what could be and works backwards to identify action plans. Although both tools were initially used to focus on an individual, they have been successfully used for organizational planning.

**Excerpt:** “MAPS and PATH are creative person-centered planning tools designed to identify doable action steps in the direction of desirable futures. They are only two of many excellent tools. ... Both MAPS and PATH can be used with a person, a family, or an organization. ... Both get to specific next steps. Both use coaching and graphic facilitation. The major difference between the tools is their starting focus. The center point of the MAPS process is the “story” of the person or organization. MAPS encourage people to tell their story—to create a rich portrait of their journey, which includes a statement of both a dream and a nightmare. ... Next, we



create a full positive portrait which brings strengths into clear focus before moving to define next steps. ... MAPS supports a journey to a desirable future with a coach. ... MAPS is much more powerful and revealing than file cabinets full of data because the story 'makes sense' of all the isolated facts: they fit into the pattern of life. If a person or a team is mired in a deep, complex, or painful situation, MAPS may not be a good tool. If people have struggled endlessly, revisiting the past may simply irritate open wounds. Generally, organizational situations are multi-layered and the past may be too complex for a quick overview. These are times when it may be appropriate to consider PATH as the tool of choice. PATH emerged from our own frustration with the MAPS process in complex situations. We needed a 'sharper' tool to cut through and get into action despite the complexity. PATH is razor-sharp and must be used with caution. PATH moves people through a highly defined set of questions." (page 31)

**Source:** <https://inclusion.com/site/wp-content/uploads/2017/12/1997-98.Inclusion-News-combined.pdf>

A variety of resources, including an extensive collection of articles, eBooks, training materials, and videos related to person-centered practices are also available at the Inclusion website:

<https://inclusion.com/inclusion-resources/>

## Resources with Multiple Populations of Focus

### Person-Centered Counseling Training Courses

Administration for Community Living | 2016

On June 6, 2014, [Guidance for Implementing Standards for Person-Centered Planning and Self-Direction in Home and Community-Based Services Programs](#) was introduced to several federal agencies and described their roles. The Administration for Community Living (ACL) was selected as the coordinating partner for the effort and, to that end, developed a series of training courses to teach Options Counselors using the No Wrong Door approach how to think, practice, and plan using person-centered techniques.

Course content for the Person-Centered Counseling Training Program includes: 1) Introduction to No Wrong Door; 2) Person-Centered Thinking and Practice; 3) Person-Centered Planning and Implementation; 4) Who We Serve; 5) Person-Centered Access to Long-Term Services and Supports; and 6) Protection and Advocacy.

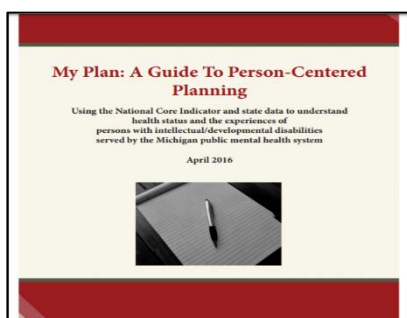
**Source:** <https://nwd.acl.gov/person-centered-counseling.html>

### My Plan: A Guide to Person-Centered Planning

Michigan Department of Health and Human Services | 2016

This brief includes a summary of the evolution of the person-centered planning process, expectations for service providers to use the process, the basic tenets and values of the practice, and the current status of the use of person-centered planning in the public mental health system in Michigan.

The report includes a list of the barriers and difficulties in improving outcomes through the use of the person-centered planning process as well as recommendations for improving this process.

**Source:**

[https://www.michigan.gov/documents/mdhhs/pcp\\_524026\\_7.pdf](https://www.michigan.gov/documents/mdhhs/pcp_524026_7.pdf)

**Person-Centered Planning Policy**

Michigan Department of Health and Human Services, Behavioral Health and Developmental Disabilities Administration | 2017

This reference supplies a copy of the Michigan Person-centered Planning Policy, developed in 2017 by the Behavioral Health and Developmental Disabilities Administration. The policy includes the following sections: 1) How person-centered planning is defined in Michigan law; 2) Values and principles that guide the process; 3) Essential elements of the process; 4) Independent facilitation; 5) Individual Plan of Service (IPOS) and person-centered planning; and 6) Protection of rights and dispute resolution.

**Source:**

[https://www.michigan.gov/documents/mdhhs/Person\\_Centered\\_Planning\\_Policy\\_rev\\_6-17-17\\_597318\\_7.pdf](https://www.michigan.gov/documents/mdhhs/Person_Centered_Planning_Policy_rev_6-17-17_597318_7.pdf)

**How Person-Centered Planning Works for You**

Michigan Department of Health and Human Services, Behavioral Health and Developmental Disabilities Administration | 2011

This information is written for program participants to assist them with understanding Person-Centered Planning. The material introduces the definition of person-centered planning, describes why it is required, and highlights many of the participant benefits of the approach. It further describes how Individual Support Plans



are created, how to initiate changes, and the role of independent facilitators.

**Source:**

[https://www.michigan.gov/documents/mdch/How\\_Person-Centered\\_Planning\\_Works\\_for\\_You\\_367101\\_7.pdf](https://www.michigan.gov/documents/mdch/How_Person-Centered_Planning_Works_for_You_367101_7.pdf)

### **Person-Centered, Informed Choice and Transition Protocol**

Minnesota Department of Human Services | 2017

**Excerpt:** “Person-centered practices ensure that the people we serve get to live the life they desire. Using person-centered practices also can improve job satisfaction for the professionals who use them. This protocol communicates the Minnesota Department of Human Services (DHS) expectations regarding person-centered practices with its lead agency partners, which include Counties, Tribes, and health plans. DHS will work with lead agencies to implement this protocol across the home and community-based long-term supports and services and mental health services systems. ... Per the expectations of this protocol, all support plans developed by lead agency support planners must be based on person-centered principles and practices. This protocol refers to support plans as ‘plans that are person-centered,’ as distinguished from formal person-centered plans. A formal person-centered plan is one that is conducted with a person and others that he or she chooses (i.e., ‘circle of support’), led by a qualified facilitator trained in specific methods and tools. Not everyone will want or need a formal person-centered plan, but all people must be able to have support plans that are person-centered.”

**Source:** <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3825-ENG>

## Person-Centered vs System-Centered

Mount, Beth | 2000

In this brief video, Dr. Beth Mount explains the difference between person-centered work and system-centered work.

**Source:**

<https://www.youtube.com/watch?v=y77y7XW8GtE&feature=youtu.be>

## 5 Assumptions of Personal Future's Planning to Life

Mount, Beth | 2013

In this short video, Dr. Beth Mount covers five key ways in which person-centered planning differs from traditional service-focused planning.

**Source**

<https://www.youtube.com/watch?v=DxDIMuWgd8o&feature=youtu.be>

Additional resources developed by Beth Mount are available for download or purchase at the Inclusion website:

<https://inclusion.com/inclusion-resources/change-makers/beth-mount-books-videos/>

## Person-Centered Planning: Key Features and Approaches

Sanderson, Helen | 2000

This paper is one of a collection of papers commissioned by the Joseph Rowntree Foundation to explore the experiences of using person-centered planning (PCP) in the United Kingdom. It defines PCP as “a process of continual listening and learning” that focuses on what is important to someone now and for the future. Based on a completely different way of seeing and working with people with disabilities, PCP is about sharing power and community inclusion. It should be used by self-advocates, families, friends, and paid support staff.

Sanderson identifies the five key features of PCP as:

1. The person is at the center;
2. Family and friends are partners in planning;
3. The plan reflects what is important to the person, his/her capacities, and what support is required;
4. The plan results in actions that are about life, not just services, and reflects what is possible, not just what is available; and
5. The plan results in ongoing listening, learning, and further action.

Sanderson also explains what should be included in a person-centered plan and how to recognize good person-centered planning and introduces the reader to several common planning styles—PATH, MAPS, Essential Lifestyle Planning, and Personal Futures Planning. She explains the differences between styles and when each style should be utilized and points out that assessments done using PCP focus on the individuals' capacities, not their impairments, and reflect actions they wish to take, not just the services they need.

**Source:**

<http://www.familiesleadingplanning.co.uk/Documents/PCP%20Key%20Features%20and%20Styles.pdf>

## **Training on Person-Centered Practice, Thinking, and Planning**

Smull, Michael | 2012

In 2012, Michael Smull developed a series of mini-webinars on person-centered approaches, balancing wants vs. needs, and strategies to expand the participant's voice, choice, and control. The following are four of those sessions:

- Michael Smull introduces, "What is meant by person-centered approaches, thinking, and planning?"  
<https://www.youtube.com/watch?v=tvANuym5VXY>

- Michael Smull introduces the concept of sorting what is important to and for individuals.  
<https://www.youtube.com/watch?v=VDqERIxM4HM>
- This mini-webinar introduces person-centered thinking and tools for analysis and action – “What is working and what is not working?”  
<https://www.youtube.com/watch?v=M19ohtHcvok>
- In this mini-webinar, Mr. Smull introduces tools that enhance voice, choice, and control.  
<https://www.youtube.com/watch?v=Yy7TnOqSLSo>

### Advancing Person-Centered Planning in Long-Term Care: Lessons Learned from the Sonoran UCEDD’S Collaboration with Arizona’s Medicaid Program

Sollars, Jaze. Armin, Julie. Farkas, Jacy. Cohen, Leslie. | 2017

This document summaries in poster format the research findings from the first phase of a project to create a uniform system for person-centered service planning in Arizona.

**Excerpt:** “Findings from Phase I of this research revealed the need to modify ... policies and processes to promote community involvement among [Medicaid] members, facilitate goal-setting to achieve members’ vision, unify planning forms to create consistency between systems, and provide additional support for case managers. Some preliminary recommendations include:

- Creation of a uniform service plan that is compliant with the HCBS regulations and required by [Medicaid] to be used by all case managers
- Standard forms for goal setting that incorporates person-centered goals that focus on the member’s whole life, not just medical concerns
- Training case managers in motivational interviewing and person-centered planning

- Cultivating internal expertise in resources available for members to engage fully in the community, particularly in rural areas



**Source:**

[https://www.aucd.org/meetings/266/22436/2017AUCDPoster\\_PCP-Medicaid.pdf](https://www.aucd.org/meetings/266/22436/2017AUCDPoster_PCP-Medicaid.pdf)

## Charting the LifeCourse Framework

University of Missouri-Kansas City (UMKC) Institute for Human Development

Charting the LifeCourse is a framework designed to support individuals to identify and pursue their vision of a good life. It was originally developed for people with disabilities but can be applied universally to anyone at any stage of life. The framework includes a series of tools and training materials that can support exploration.

The principals of this framework include:

- Planning can occur at any age
- Planning starts early and occurs at key transition points
- Planning should be led by the person to the greatest degree possible
- Planning occurs for both the person and “loved ones”
- Planning should result in enhanced relationships with others
- Planning should build upon team member strengths
- Planning should create a positive vision of the future
- Effective planning facilitates creative outside-the-box solutions
- Planning considers (by age) *all* available types of supports

- Effective planning creates an action plan that leads to a “A Good Life” from the person’s perspective



**Source:** <https://www.lifecoursetools.com/charting-the-life-course-guide/>

### Patient-Centered Care for Veterans

US Department of Veterans Affairs | 2017

**Summary:** This website describes the Whole Health approach to veteran’s care that aims to shift the focus from the specific ailment or disease to a more holistic look at supporting veterans. Under this model, the first step—changing the conversation—is one of the most critical aspects. Rather than asking *what is the matter* when you visit your provider, the conversation will shift to focus on *what matters most* to each veteran: What brings you joy and happiness? What inspires you to want to be your healthiest self? When you picture yourself at your best health, what do you see?

By exploring with veterans what matters most, we help each person rediscover a sense of meaning and purpose. We can then partner together to design a personalized health plan for living life to the fullest. Whether that means awakening each day free of pain, finding a job, or simply enjoying time with family, it is the veteran's choice. We want to offer the skills and support so that each veteran can succeed in meeting his or her goals.

Source:

<https://www.lovell.fhcc.va.gov/patients/PatientCenteredCare.asp>



## Resources Focused on Older Adults and Aging Services

### Person-Centered Thinking with Older People: Practicalities and Possibilities

Bowers, Helen. Bailey, Gill. Sanderson, Helen. Easterbrook, Lorna. Macadam, Alison 2007

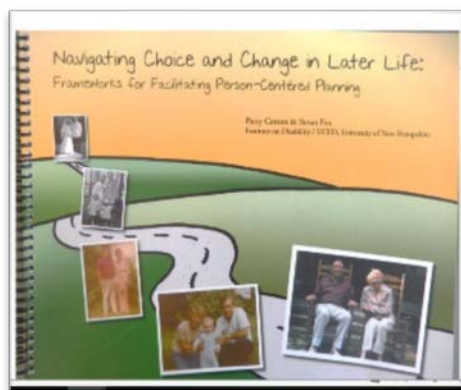
This resource focuses on person-centered thinking and planning with older people and offers some ideas to help ensure they are in control of the support they receive. It introduces eight person-centered thinking tools with examples of how the tools can be used to support person-centered thinking, planning, and practice with older adults.

**Source:** <https://www.ndti.org.uk/uploads/files/PCPOPweb3.pdf>

### Navigating Choice and Change in Later Life: Frameworks for Facilitating Person-Centered Planning

Cotton, Patty. Fox, Susan. Institute on Disability, University of New Hampshire | 2001

**Description:** “Individuals who are aging or living with chronic illness or disability, along with their families, face multiple challenges in defining and creating a network of supports in order to live as they choose. There is no easy path to figuring out how to support our loved ones or how to navigate a maze of medical and community supports. Patty Cotton and Susan Fox have assembled a manual that provides a set of tools to help professionals and families navigate the complex issues that arise as we age and our need for supports to live as we choose increases.” This resource is available for purchase.



**Source:** <https://iodbookstore.org/navigating-choice-and-change-in-later-life-frameworks-for-facilitating-person-centered-planning/>

## Resources Focused on Intellectual and Developmental Disability (IDD)

### Person-Centered Planning Education Site

Cornell University, ILR School of Employment and Disability

On [Cornell University's Person-Centered Planning Education Site](https://personcenteredplanning.org/index.cfm), you will find:

- An overview of the person-centered planning process
- A self-study course covering the basic processes involved
- A quiz section to help you focus on areas you may need to cover more thoroughly
- A compendium of readings and activities for you to use on your own
- Various links and downloadable resources

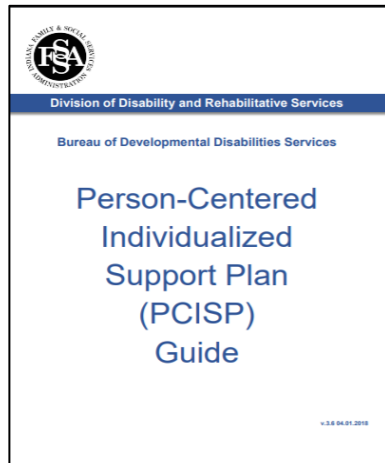
**Source:** <http://personcenteredplanning.org/index.cfm>

### Person-Centered Individualized Support Plan

Indiana Division of Disability and Rehabilitation Services | April 2018

**Description:** “With Indiana’s adoption of the LifeCourse Framework, BDDS has chose to utilize the framework’s principles

and philosophy in the development of the Person-Centered Individualized Support Plan (PCISP). One of the most important supports that Case Managers provide is a robust and thoughtful planning process—one that culminates in a Person-Centered Individualized Support Plan (PCISP) that clearly articulates the hopes, desires, and needs of the individual, describes their life circumstance, and charts a path for the Individualized Support Team (IST) to follow in supporting the individual to achieve their vision of a preferred life. The PCISP is intended to capture a moment in time by describing the present and strategizing for the future. Case Managers are responsible for ensuring the individual's voice is clearly heard while balancing desires and needs.”



**Source:**

<https://www.in.gov/fssa/files/PCISP%20Guidelines%20v3.6%20FINAL.pdf>

## Resources Focused on Mental Health

### Wellness Recovery Action Plan

Copeland, Mary Ellen

**Excerpt:** The Wellness Recovery Action Plan ® or WRAP ® is a self-designed prevention and wellness process that anyone can use to get well, stay well and make their life the way they want it to be. It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals. It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.

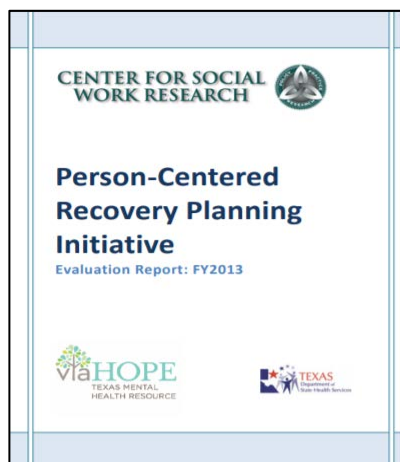
Source: <https://mentalhealthrecovery.com/wrap-is/>

### Person-Centered Recovery Planning Initiative: Evaluation Report

Kaufman, Laura, M.A. Stevens-Manser, Stacey | 2013

The use of Person-Centered Planning in mental health systems gained momentum after the release of the President's New Freedom Commission on Mental Health Report (2003) and during the SAMHSA Mental Health Transformation State Incentive Grants of 2005. In 2009, to support person-centered system transformation in the public mental health system, the Texas Department of State Health Services funded the Via Hope Texas Mental Health Resource to provide resources, training, and technical assistance. The organization serves adults and adolescents in recovery, their family members, and mental health service organizations to create a recovery and resilience-oriented system of care. This evaluation report examines the progress with the concept of person-centered planning in recovery in pilot programs throughout Texas and includes the Austin State Hospital, the Austin Travis County Integral Care, Bluebonnet Trails Community Center, and Hill Country Community MHDD Centers.

More information about the initiative can be found on [the Via Hope website](#).



**Source:** <https://sites.utexas.edu/mental-health-institute/files/2014/01/Person-Centered-Recovery-Planning-Initiative-Evaluation-Report.pdf>

## Via Hope Texas Mental Health Resource

### Texas Mental Health Resources

[ViaHopeOnlineLearning.org](http://ViaHopeOnlineLearning.org) is an online training site hosted by Via Hope and developed with funding from the Texas Department of State Health Services' Mental Health and Substance Abuse Division. With training modules presented by state and national leaders in mental health, this site is designed for individuals interested in expanding their knowledge of Recovery-Oriented Practice, specifically Person-Centered Recovery Planning and Peer Support. Participants learn core components of Recovery-Oriented Practice, acquire strategies to engage people in planning, and come to understand the power of peers to support people in their recovery journeys. These modules are primarily designed for mental health providers but are available to anyone interested in the topic. The site currently offers three online training modules: the first, an introductory learning series, Recovery-Oriented Practice, and two separate modules—Introduction to Recovery & Recovery-Oriented Practice and Introduction to Peer Support.



**Source:** <https://www.viahope.org/online-training/>

### **Person-Centered Care Planning: Passion to Purpose, Progress to Practice**

Tondora, Janis. Davidson, Larry. Rae, Sarah. Kar Ray, Manaan. | 2016

PROMISE (PROactive Management of Integrated Services & Environments) Global is an international collaborative of five organizations, including the Yale Program for Recovery and Community Health. Together, they have created a framework for a recovery-oriented mental health system. The PROMISE library page features a series of five one-page summaries that provide an overview of person-centered care planning, as well as additional information on philosophy, process, plan and purpose.

**Source:** <http://www.promise.global/library.html>

### **Getting in the Driver's Seat of Your Treatment: Preparing for Your Plan**

Tondora, Janis. Miller, Rebecca. Guy, Kimberly. Lanteri, Stephanie. Yale Program for Recovery and Community Health | 2009

This booklet is a resource for people with mental health or substance use disorders. It explains the elements of a recovery plan and provides information on the person's role in recovery planning meetings. It also describes the person's rights, strategies for identifying and forming a support team, questions to help when establishing goals and identifying strengths, and planning the meeting. The resource also provides helpful examples of recovery plans.



**Source:** <https://portal.ct.gov/-/media/DMHAS/Publications/PCRToolkitpdf.pdf?la=en>

## Person-Centered Recovery Planning Implementation Series

Tondora, Janis and Wartenburg, Dan | 2019

Presented by the [New England Mental Health Technology Transfer Center](#), this two-part webinar series provides an overview of implementation of person-centered recovery planning, with a particular focus on indicators of person-centered recovery planning from a process and documentation perspective.

**Source:** <https://mhttnetwork.org/centers/new-england-mhttc/person-centered-recovery-planning-pcrp-implementation-series-part-1> and <https://mhttnetwork.org/centers/new-england-mhttc/person-centered-recovery-planning-pcrp-implementation-series-part-2>

## Additional Resources

### The Learning Community for Person-Centered Practices Membership Organization

**Description:** “The Learning Community for Person Centered Practices envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society’s response to the presence of disability or other conditions. This site helps us foster a global learning community that shares knowledge for that purpose. All of welcome here to share and learn.”

Their website includes links to certified trainers in each state, as well the Trainer Credentialing Process.

**Source:** <https://tlcpcp.com/>

## **The Council on Quality and Leadership**

The Council on Quality and Leadership works with human services organizations and systems to measure and improve the quality of life for individuals with intellectual disability and psychiatric disabilities. They provide accreditation, training and consultation services.

**Description:** “This is a complete set of resources to support organizations in the quality efforts of providing person-centered supports and services. Additionally, this package is inclusive of the essential guides for a comprehensive quality improvement plan that promote personal quality of life.

Includes:

- Person-centered Excellence Manual
- Personal Outcome Measures® Manual
- Basic Assurances® Manual
- Shared Values® Manual

**Source:** <https://www.c-q-l.org/resource-library/publications/cql-publications-for-purchase/person-centered-excellence-publications-package>

## About NCAPPS

The National Center on Advancing Person-Centered Practices and Systems (NCAPPS) is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services to help States, Tribes, and Territories to implement person-centered practices. It is administered by the Human Services Research Institute (HSRI) and overseen by a group of national experts with lived experience (people with personal, first-hand experience of using long-term services and supports).

NCAPPS partners with a host of national associations to deliver knowledgeable and targeted technical assistance.

You can find us at <https://ncapps.acl.gov>

This document is publicly available for use in the administration and improvement of supports for older adults and people with long-term service and support needs. All uses should acknowledge NCAPPS, and the developers of this content.

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