



NCAPPS

National Center on Advancing Person-Centered Practices and Systems

Person-Centered Systems Change: Reflections from the First NCAPPS Technical Assistance Cohort

Summary of a webinar from June 23, 2021

Introduction

Over the past 3 years, NCAPPS provided technical assistance (TA) to 15 states. In this webinar, team members from 4 states shared what they did and what they learned. The panel was led by 2 people with lived experience.

Remarks from the Panel and Facilitators

Michaela says to those thinking about applying for TA, “Getting clear about your goals is worth the time. Include people with direct lived experience navigating services, so you can apply a person-centered approach to the work.”

Thom says, “There’s a difference between including and involving. Having people with lived experience in groups looks good on paper. But the real key is involving each other in the work and accepting each other as partners in the work.”

Patti shares some advice for anyone who might apply for TA. “It was more time than I anticipated. Sit down in the beginning and try to get a commitment from your core team. Be clear about what everybody’s responsibilities are.”

Jonas identified common themes:

- Working with stakeholders,
- Developing understanding,
- Developing a common feedback loop, and
- Being sure that changes are written into policy.

Saska says, “Have patience with yourself and your system. Take the bad and the good and keep going. Identify partners who are passionate about this work.”

Mary reminds us, “No one can do this by themselves. This needs to be a global adventure!”

NCAPPS Technical Assistance Now Available

NCAPPS is offering a second cohort of TA. The application is available at:

https://ncapps.acl.gov/docs/NCAPPS_TechnicalAssistanceApplication_210616_Accessible



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The speakers on this webinar were:



Mary Bishop believes every social work position in her career prepared her to be Texas Health and Human Services' Person-Centered Practices Team Lead. She has partnered with those living in Intermediate Care Facilities in Michigan, Iowa, and Texas; directed a children's shelter, nursing communities, hospice, home health, and elders needing behavioral health supports. She owned a social service agency and works with the State of Texas in various rights and advocacy roles for 20+ years.



Michaela I. Fissel is a person in long-term recovery and enjoys backpacking, yoga, dancing, gardening, spending time with her three children and hanging out with their chickens. Michaela is Executive Director at Advocacy Unlimited, Inc. – a peer-run organization, and has worked in the behavioral health field as a community researcher, activist, and non-profit administrator for nearly 15 years.



Saska Rajcevic, MPA currently works as a Policy Specialist for the Division of Services for People with Disabilities (DSPD) and serves as the lead for Utah's NCAPPS technical assistance grant. In her role, she focuses on the implementation of person-centered practices, systemic change, stakeholder engagement, and compliance with the Settings Rule. Her background is in the field of disability advocacy with an emphasis on public policy.



Patricia Richardson is currently serving as the Statewide Aging and Disability Resource Coordinator for the Department of Aging and Disability Services, State Unit on Aging. Patricia has been involved in the state's development of the No Wrong Door system for long-term services and supports through the Administration for Community Living No Wrong Door grants to Connecticut. She is the state lead on the NCAPPS committee to work on Person Centered Thinking and Planning in CT.



Jonas Schwartz is a Program Manager for the Vocational Rehabilitation Division at the Texas Workforce Commission. Jonas has worked for the past 25 years on public policy issues that impact people with disabilities in Texas. More specifically, he has worked on employment, housing, transportation and ensuring that Medicaid Long Term Services and Supports are available to people who need them.



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Thom Snyder has worked in the field of aging since 1986. He currently serves as an Aging Services Coordinator at the Georgia Division of Aging Services, with responsibilities for community-based Case Management, grant writing, program performance measurements, and is Team Lead for the Caregiver Specialist, Senior Community Service Employment Program Coordinator, and the Evidence-Based Services Program Coordinator. He also serves as the Division liaison for Coordinated Transportation and Behavioral Health services. He holds B.A. from Mercer University, and a Master of Divinity in Pastoral Care and Counseling from Southern Baptist Theological Seminary.