Clearing the Path Ahead
A Roadmap for Partnering with People to Create Meaningful Self-Determined Lives

Applied Self Direction Conference – Baltimore, MD
May 9, 2017
Magellan Health: One company, two unique platforms

**Magellan Healthcare**
- Behavioral health management
- Employee assistance programs
- Specialty healthcare management
- Medicaid
- Integrated care management for special populations

**Magellan Rx Management**
- Full-service PBM
- Leading-edge specialty programs
- Targeted clinical programs
- Medicaid and self-funded employer experience
- Medicare Part D drug plan

Employees in 50 states

Offices in 27 states & D.C.

9,700 total employees
Learning Objectives

✓ What is the foundation of TMG’s relationships with our partners?

✓ How does TMG integrate person-centered thinking into our programs?

✓ How do our partners view TMG?

✓ How can TMG’s approach work for you?
Who is TMG?

We work with people to remain independent, in their own homes and communities, with choice and control.

- IRIS Consultant Agency (ICA) since 2008 partnering with 13,500 people.
- Self Directed Personal Care (SDPC) Oversight Agency supporting over 6,000 individuals in IRIS who have chosen SDPC.
- Quality Oversight for community based services since 1986.
- Part of the Magellan Health family of companies.

Locally-based operations with 600 staff in communities throughout Wisconsin.
Clearing the Path Ahead

TMG partners with people to:

- Develop valued roles and community connections.
- Identify their short term and long term goals.
- Access local resources.
- Create individual support and services plans.
- Support responsible use of their plan budgets.
- Support people to find meaningful days through employment and community engagement.
Empowering People to Create Meaningful Lives in their Communities

TMG believes that:

• Everyone can have a meaningful life.

• Everyone has a right to full citizenship.

• Self-determination provides a framework for creating fuller, healthier, more meaningful lives.
Person-Centered Thinking

Key Values & Principles

- Self-Determination
- Community Inclusion
- Self Advocacy
- Empowerment
- Control & Choice
- Dignity of Risk
- Strengths-Based Practices
- Natural Supports
- Cultural Humility
- The Power of Language
What is Person-Centered Thinking*?

• **Seeing the whole person**, and not focusing on “fixing what is wrong.”

• Based on the core belief that **all people have gifts to share**.

• Keeping the **focus on the person** who needs support – not other players.

• A way to **discover, describe and assure the desired life of the person** who is supported.

*”Person-centered thinking” adapted from Anne Roehl, University of Minnesota*
Cultural Humility

• A commitment to life-long learning and critical self-reflection.

• Acknowledging and addressing the power imbalances that exist between human service professionals and the people they support.

• Building partnerships with communities.
Language that Supports Our Values

Language can lift people up, inspire, and comfort them.

Person-first language and person-centered thinking helps us focus on the person – not the diagnosis, the problematic behavior, or the obstacles.
Areas of Focus in Self-Direction

Self-direction supports people by focusing on six areas.

- Building important long-term relationships
- Being a part of your community
- Control over transportation
- Working & Volunteering
- Having a place of your own
- Health & safety
Self-Direction in Action

What does self-direction mean to those who participate in programs like IRIS?
Community Inclusion

Work With Purpose  Create A Home  Belong
Building Self-Advocacy Skills

- Make Space
- Reinforce
- Build Skills
- Actively Listen
- Stand Beside & Support
Supported Decision-Making

Supported decision-making is a recognized alternative to guardianship through which people with disabilities use friends, family members, and professionals to help them understand the situations and choices they face, so they may make their own decisions without the ‘need’ for a guardian.

- Blanck & Martinis, 2015
Principles of Supported Decision-Making

A Commitment to Three Principles:

1. Everyone has the right to make choices.
2. People can get help WITHOUT giving up that right.
3. People will often need help in understanding, making, and communicating their choices.*

*(Dinerstein, 2012)
Moving from Learned Helplessness to Empowerment

✓ **Empowerment** comes from within a person.

✓ **Empowerment is a skillset** that can be learned, taught, and supported by others.

✓ **Recognize** how the person may have lost or given away their power.

✓ **Start** where the person is now.

✓ **Identify** the person’s strengths and build on them.

✓ **Set** concrete goals.

✓ **Recognize** achievements.
Control and Choice

CONTROL & CHOICE INCREASE:
- Empowerment
- Self-Confidence
- Accountability

PROVIDERS CAN LIMIT CHOICES:
- In the name of efficiency
- Due to lack of confidence in the person’s ability to choose
- Out of fear of the person making a bad choice

SUPPORTING CHOICE TAKES:
- Patience
- Creativity
- Willingness to let someone struggle

Nothing about me, without me...
Taking Back Independence

Barbara Buchanan
Dignity of Risk

Everyone has the right to try, even if there is no guarantee of "success".
Dignity of Risk

Barriers:

• Fear
• Systems
• Time
• Institutional Environments
Building on Strengths

- Shift to strengths-based approach

- Identifying strengths
  Gifts of the head, hands, heart, and human connection*

- Finding strength in perceived weakness

* From the ABCD Institute
Creating Goals

**Goals belong to the person, not the professionals.** Can you discern the two?

### Identifying meaningful goals:

- What does a meaningful life look like for this person?
- What does the person enjoy doing that provides meaning and purpose?
- What does the person hope to achieve or accomplish?
- What challenges are in this person’s way of achieving these goals?
- How can the person’s strengths be used to address these challenges?
- How will the individual know when their goals have been achieved? What will that look like?
The Path to Goal Achievement

<table>
<thead>
<tr>
<th>Unpaid Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Scheduled and needed for basic daily activities</td>
</tr>
<tr>
<td>• Appears on a “service plan”</td>
</tr>
<tr>
<td>• Replaces a paid service</td>
</tr>
<tr>
<td>• If it were not provided “free,” someone else would need to be paid to provide it</td>
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<thead>
<tr>
<th>Natural Supports</th>
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<tbody>
<tr>
<td>• Relationship-based (not an obligation or task-based)</td>
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<tr>
<td>• Role-based – evolves from organic, valued role</td>
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<tr>
<td>• Reciprocal</td>
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<table>
<thead>
<tr>
<th>Paid Supports</th>
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</thead>
<tbody>
<tr>
<td>• Scheduled and needed for basic daily activities</td>
</tr>
<tr>
<td>• Appears on a “service plan”</td>
</tr>
<tr>
<td>• Often paid with Medicaid waiver funds</td>
</tr>
<tr>
<td>• Typically provided by a vendor or agency</td>
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Making it Work

A Home of Their Own
About Your Presenters

DAVE VERBAN

is the Manager of Community Partnerships at TMG by Magellan Health, where she focuses on work that strengthens quality opportunities for self-direction and community living. Patti brings more than 25 years of experience and passion to her current role. Her professional and personal life activities continue to influence the diverse fabric of self-directed long-term care supports. Patti’s work experiences include provider roles of direct support and management, consultant roles with families, advocates, and funding agencies as well as, advocacy in local, state and federal venues. Contact Patti at PBecker@tmgwisconsin.com

PATTI JO BECKER

is the Senior Director of IRIS Consultation Services at TMG by Magellan Health. She provides leadership on day-to-day operations and promotes program quality and service excellence. Shanna has been employed at TMG since 2000, and has worked as part of Wisconsin’s self-directed long term care program, IRIS (Include, Respect, I Self-Direct), since its inception in 2008. She has dedicated her career to helping people live meaningful lives in their communities. Shanna is a strong advocate for self-direction, and believes that we do our best work when we meet people where they are and honor their gifts and community connections that they bring with them. Contact Shanna at SJensen@tmgwisconsin.com

SHANNA JENSEN

is the Senior Learning and Development Consultant at TMG by Magellan Health. He supports TMG’s culture of partnership by ensuring the principles of self-determination person-centered thinking are infused throughout the organization. He is also the Limited English Proficiency Coordinator and a member of TMG’s Civil Rights Compliance team. In 19 years at TMG, Dave has filled a variety of roles, always working to support TMG’s mission by amplifying the voices of people with disabilities, older adults, and their families. Prior to joining TMG, Dave worked in supported employment, and as an advocate for children and adults with disabilities and their families. In addition to his work with TMG, Dave also holds a part-time teaching position with the UW School of Medicine and Public Health. Contact Dave at DVerban@tmgwisconsin.com
Thanks!