

KEY FACTORS AND SUCCESS INDICATORS IN PERSON-CENTERED SUPPORTS

FACTOR 1 Person-centered Assessment and Discovery

- Indicators:**
- 1^a People feel welcomed and heard
 - 1^b People have authority to plan and pursue their own vision
 - 1^c Assessment of needs is fair and accurate
 - 1^d Assessment and discovery identify personally defined quality of life

FACTOR 2 Person-centered Planning

- Indicators:**
- 2^a Planning is person-centered
 - 2^b The plan identifies and integrates natural supports and paid services
 - 2^c Informal community resources are used
 - 2^d Planning is responsive to changing priorities, opportunities and needs
 - 2^e Planning and funding are connected to outcomes and supports, not programs

FACTOR 3 Supports and Services

- Indicators:**
- 3^a People have authority to direct supports and services
 - 3^b Supports are flexible
 - 3^c Support options are accessible
 - 3^d People manage supports and providers
 - 3^e Supports are available in an emergency or a crisis
 - 3^f People can identify personal champions

FACTOR 4 Community Connection

- Indicators:**
- 4^a Community membership facilitates personal opportunities, resources and relationships
 - 4^b Peer support/mentoring is available
 - 4^c People receive information and training

FACTOR 5 Workforce

- Indicators:**
- 5^a The workforce is stable and qualified
 - 5^b Practices are culturally competent
 - 5^c Personnel have the flexibility and autonomy to support people
 - 5^d Support for cultural/organizational change is provided
 - 5^e Advocacy efforts promote fair and affordable provider rates and responsive payment systems

FACTOR 6 Governance

- Indicators:**
- 6^a Organization mission, vision and values address person-centered supports
 - 6^b Organizational practices are both person-centered and system-linked
 - 6^c People and families play meaningful leadership roles

FACTOR 7 Quality and Accountability

- Indicators:**
- 7^a Quality management systems are integrated
 - 7^b Quality of supports is measured
 - 7^c Participants, families and advocates evaluate supports and providers
 - 7^d The public is kept informed
 - 7^e Personal information remains confidential

FACTOR 8 Emerging Practices in Individual Budgets

- Indicators:**
- 8^a People control their budget allocations
 - 8^b Individual budgets are both fair and ample
 - 8^c Budget, money and services/supports are portable