

Environmental Factors and Plan

5. Person Centered Planning (PCP) - Required MHBG

Narrative Question

States must engage adults with a serious mental illness or children with a serious emotional disturbance and their caregivers where appropriate in making health care decisions, including activities that enhance communication among individuals, families, caregivers, and treatment providers. Person-centered planning is a process through which individuals develop their plan of service. The PCP may include a representative who the person has freely chosen, and/or who is authorized to make personal or health decisions for the person. The PCP may include family members, legal guardians, friends, caregivers and others that the person or his/her representative wishes to include. The PCP should involve the person receiving services and supports to the maximum extent possible, even if the person has a legal representative. The PCP approach identifies the person's strengths, goals, preferences, needs and desired outcome. The role of state and agency workers (for example, options counselors, support brokers, social workers, peer support workers, and others) in the PCP process is to enable and assist people to identify and access a unique mix of paid and unpaid services to meet their needs and provide support during planning. The person's goals and preferences in areas such as recreation, transportation, friendships, therapies, home, employment, family relationships, and treatments are part of a written plan that is consistent with the person's needs and desires.

1. Does your state have policies related to person centered planning? j n Yes j n No
2. If no, describe any action steps planned by the state in developing PCP initiatives in the future.
3. Describe how the state engages consumers and their caregivers in making health care decisions, and enhance communication.
New Hampshire's No Wrong Door (NWD) System represents a collaborative effort of the U.S. Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS), and the Veterans Health Administration (VHA), to support state efforts to streamline access to Long Term Services & Support (LTSS) options for all populations and all payers. In a "No Wrong Door" entry system, multiple agencies retain responsibility for their respective services while coordinating with each other to integrate access to those services through a single, standardized entry process that is administered and overseen by a coordinating entity. Aging and Disability Resource Centers

A NWD System builds on the strength of existing entities such as Area Agencies on Aging and Centers for Independent Living, by providing a single, more coordinated system of information and access for all persons seeking long-term support. This minimizes confusion, enhancing individual choice, and supporting informed decision-making. Nationally, NWD Systems have taken important steps towards realizing the full vision by: X Creating a person-centered, community-based environment that promotes independence and dignity for individuals X Providing easy access to information and counseling to assist consumers in exploring a full range of LTSS options X Providing resources and services that support the needs of family caregivers
4. Describe the person-centered planning process in your state.
NH Community Mental Health programs are required by Administrative Rule He-M 401.10 to provide person-centered treatment planning and services:
He-M 401.10 Adult Service Planning Process:
(a) A CMHP shall complete a written individual service plan within 90 calendar days after the determination that the person is eligible for services.
(b) Development of the ISP shall be a collaborative effort between the consumer and the CMHP. If the consumer has a guardian, the guardian shall play an active role in the process.
(c) The case manager or primary clinician shall fully explain to the consumer or guardian, verbally and in writing:
(1) The purpose of the Individual Service Planning process as specified in 401.10(h), and
(2) The components of the ISP, including goals, measurable objectives, services, timelines, referrals, quarterly reviews, a crisis plan and employment or education plan, as appropriate.
(d) The case manager or primary clinician shall fully explain to the consumer or guardian, verbally and in writing that the consumer or guardian has the power to choose either of the following methods by which his or her ISP is developed:
(1) Through a formal client centered conference that is a meeting at a mutually convenient time and place with the psychiatrist and other involved persons as approved by the consumer, such as family members, CMHP staff, representatives of other agencies providing services to the consumer such as vocational rehabilitation, friends, an attorney, legal representative, a peer advocate and/or others with relevant knowledge or expertise; or
(2) Through a less formal method that shall include one or more one-on-one or small group meetings with the psychiatrist and/or others listed in 401.10 (d)(1) by phone, in person and/or through other effective means of communication such as electronic mail.
(e) The consumer or guardian shall be advised that he or she may consult with family, friends, therapists, advocates and others before making the decision regarding the method to develop the ISP.
(f) The consumer or guardian shall have 10 days to make a decision after receiving the written explanation regarding the methods to develop the ISP, which the consumer or guardian shall indicate by his or her signature.
(g) The decision of the consumer or guardian, indicating that the choices were explained, shall be documented in the clinical

record.

Does the state have any activities related to this section that you would like to highlight?

NHCarePath

In New Hampshire, there are many paths available to help people of all ages live better in their communities. NHCarePath utilizes the No Wrong Door concept to connect individuals to a range of information, assistance, and care throughout New Hampshire, from caregiver resources and services for aging, disability and independent living to counseling and financial planning tools.

NHCarePath also connects individuals to statewide partners that provide services and supports.

Please indicate areas of technical assistance needed related to this section.

Footnotes:

NOT FINAL

NO WRONG DOOR SYSTEM

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Community Mental Health Centers: Guiding Values and Mission:

To empower individuals to achieve recovery and promote personal and community wellness through an accessible, comprehensive, integrated and evidence-based system of mental health care.

NH Community Mental Health programs are required by [Administrative Rule He-M 401.10](#) to provide person-centered treatment planning and other services.