



Survey of Planning Practices in Ontario

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MAPS (Multidimensional Assessment of Providers and Systems) is a research program to inform the assessment of services and supports for adults with intellectual/developmental disabilities in Ontario, Canada. MAPS (www.mapsresearch.ca) is supported by a research grant from the Government of Ontario's Ministry of Community and Social Services.

Enhanced social inclusion, choice and independence are outcomes central to recently passed legislation in Ontario – The Social Inclusion Act. The goal of MAPS is to achieve a consensus of what is meant by social inclusion and choice and how to best capture information about these outcomes.

MAPS is a provincial interdisciplinary team of researchers working with individuals with intellectual/developmental disabilities, their families, service providers, government representatives and researchers in other provinces and countries. The research team is led by Professor H  l  ne Ouellette-Kuntz (Departments of Community Health & Epidemiology and Psychiatry, Queen's University) and is composed of Dr. Virginie Cobigo (School of Nursing Sciences, University of East Anglia), Dr. Robert Hickey (School of Policy Studies, Queen's University), Dr. Rosemary Lysaght (School of Rehabilitation Therapy, Queen's University), Dr. Yona Lunsky (Department of Psychiatry, University of Toronto, and Research Head of the Dual Diagnosis Program at the Centre for Addiction and Mental Health) and Dr. Lynn Martin (Department of Health Sciences, Lakehead University).

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Executive Summary

Planning that is based on what is important and meaningful to the individual has become common practice in the developmental services sector in Ontario and elsewhere. This approach embraces the principles of social inclusion and choice in its process, and also aims to have an impact on these. Person-directed planning (PDP) goes a step further by emphasizing that the person with an intellectual/developmental disability (IDD) is not only at the centre of planning, but is the one *driving* the planning process.

The Minister's regulation on Quality Assurance Measures under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008) calls for every service agency to promote social inclusion and choice. PDP is an important means to achieving these outcomes. However, in spite of being adopted by many jurisdictions worldwide, the evidence outlining the dimensions and effectiveness of PDP is still limited. As a consequence, there is no real way to determine and measure whether service providers are engaging in PDP, or whether they are adhering to its principles. In a climate where funds are limited and resources are scarce, the ability to demonstrate the effectiveness of services becomes all the more important.

The goal of the PDP project is to fill the knowledge gap and to support the developmental services sector in its move toward PDP by developing an understanding of PDP and identifying a set of relevant indicators to measure its effectiveness. To this end, a set of core elements of PDP were identified in the first year of the study. These will be useful in both the understanding and evaluation of the PDP process.

In the second year of the project, we surveyed developmental services agencies in Ontario to study whether the core elements resonated with how they thought about and practiced PDP. A total of 156 agencies that provide services to adults with intellectual/developmental disabilities across the province participated in the survey, reflecting 72% of eligible agencies. We found that agency definitions of PDP focused mainly on two of the proposed core elements of PDP practice, namely, the need for planning to focus on the person's strengths, abilities, and aspirations, and the need for meaningful choice to occur within the planning process.

We also found that agencies used a multitude of approaches and tools to plan. Most agencies reported that they blended several approaches (e.g., used Personal Outcome Measures and Essential Lifestyle Planning) or aspects of several approaches (e.g., used parts of Essential Lifestyle Planning, parts of Personal Outcome Measures, and their own home-grown approach) in planning, while 16% of agencies never blended planning approaches.

The "Personal Outcome Measures", "Getting to Know You", and "Essential Lifestyle Planning" approaches to planning were used by more than a third of agencies. At least one quarter used "Planning Alternative Tomorrows with Hope" and "McGill Action Planning System".

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Almost 80% of agencies indicated that they used an approach to planning that was not listed in the survey, and these included both formal (e.g., Helen Sanderson and Associates Person-Centered Thinking Tools) and 'home-grown' approaches developed within the agency. Of note is that 61% of agencies had developed their own planning approach or tool.

Regardless of the planning approach used, our survey showed that agencies' planning practices reflected the proposed core elements of PDP. In reality, practices very closely adhered to the majority of the core elements measured. Given that PDP is meant to be a flexible process driven by the person with IDD, it was not unexpected that 100% adherence was not achieved with all elements. For example, the person with IDD may not want to be involved in planning logistics, or may have chosen to limit the involvement of natural supports.

Lastly, the survey of developmental services agencies also highlighted that information or data related to the proposed core elements of PDP practice is already widely available. In the vast majority of participating agencies, planning-related information is collected for the persons with IDD they support. For those elements not already being collected, most agencies indicated that this could be done with little difficulty. For this reason, it is believed that the developmental services sector is well-positioned to implement a standardized way of collecting information related to PDP.

This year's work has validated, to some extent, the proposed core elements of PDP practice, and the findings will be used to inform the development of a PDP framework and the selection of indicators for monitoring the PDP process within the context of a Multidimensional Assessment of Providers and Systems (MAPS) for Developmental Services in Ontario. In doing this work, we will continue to actively engage with key partners and stakeholders within the Ministry and the developmental services sector, as well as with persons with IDD supported and their natural supports; to ensure that what is proposed is both meaningful and practical.

Introduction

“People come to life when they make contact with someone who works actively and faithfully to understand what they want to say.” (O’Brien & O’Brien, 2007, p15)

Since the groundbreaking works of Wolfensberger (1972), the right of persons with intellectual/developmental disabilities (IDD) to make their own choices has been widely recognized (Stalker & Harris, 1998). It is also well-known that choice is a core domain of quality of life (Schalock et al., 2002). As a consequence, promotion of choice among persons with IDD is a driving factor for both policy and services in the developmental services sector. As the presence of an IDD can affect a person’s ability to act independently, make self-determined choices, and participate in community activities, various types and levels of support are put into place to assist the individual. For example, available options may be explained to the individual, and he or she might be provided with guidance on making decisions.

Person-centered planning (PCP) – or planning that is based on what is important and meaningful to the individual has become common practice. It embraces the principles of social inclusion, choice, and independence in its process, and also aims to have an impact on these. O’Brien and O’Brien (2000) also credit PCP with the ability to increase the respect afforded to persons with IDD.

More recently, there has been a move in the province of Ontario to use the term “person-directed planning” (PDP) (see for example, Individualized Funding Coalition for Ontario, 2006). The term PDP will be used in this report. Though the term PDP has been embraced in practice, the empirical literature has not yet shifted to use this term, and therefore very little academic work is available on PDP *per se*. While the concept of PCP is embedded in the notion of PDP, PDP goes a step further by emphasizing that the person with IDD is not only at the centre of planning, but is the one *driving* the planning process. The notions of equality and empowerment also underpin a PDP approach to planning (Joseph Rowntree Foundation, 2006). Therefore, the power lays not with the provider agency or the service system, but with the person with IDD and his/her natural supports.

The Minister's regulation on Quality Assurance Measures under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act (2008) calls for every service agency to promote social inclusion, choice, and independence. PDP is an important means to achieving these outcomes. However, in spite of being adopted by many jurisdictions worldwide, the evidence outlining the dimensions and effectiveness of PDP is still limited. As a consequence, there is no real way to determine and measure whether service providers are engaging in PDP, or whether they are adhering to its principles. In a climate where funds are limited and resources are scarce, the ability to demonstrate the effectiveness of services becomes all the more important.

There are a number of factors that must be present to make PDP possible; one factor is adherence to PDP’s underlying principles (Joseph Rowntree Foundation, 2006). Based on a

review of the literature completed in Year 1, we developed a set of 14 core elements of PDP practice that will be useful for evaluating the quality of PDP practice (Martin, Ouellette-Kuntz, Cobigo, Lunsy, Brown & Ashworth, 2011). Note that the proposed core elements reflect the various dimensions of the planning process, including the organization of the planning meeting, the planning meeting itself, the resulting plan, and post-planning meeting follow-up or review.

Table 1 Proposed Core Elements of PDP Practice

Core elements
1) The person is involved in selecting the timing and location of the meeting
2) The person chooses who is involved
3) The person is involved in discussions
4) The person has the opportunity to make meaningful choices
5) The person's natural supports are encouraged to participate in discussions
6) There is trust among the members of the planning team
7) The team works collaboratively and with respect
8) Focuses on the person's strengths, abilities, and aspirations
9) Identifies clear actions to achieve the goals in the plan
10) Identifies supports within and beyond those of the provider agency that are needed to achieve the goals in the plan
11) The person's services, supports, and day-to-day activities are adapted to ensure that they are in sync with the goals identified in the plan
12) Periodic evaluation of actions and outcomes
13) Ongoing commitment to revisiting actions and outcomes
14) The person is happy or satisfied with progress made toward identified goals

In the second year of the project, the focus has been on understanding the planning landscape in Ontario and the lived planning experience of persons involved in the process; identification of potential indicators related to the PDP process; and the availability and ease of obtaining data related to these indicators in Ontario. The purpose of this report is to provide a summary of findings to date related to the planning landscape in Ontario. In particular, it reports on:

- 1) how agencies define PDP,
- 2) the planning practices employed by developmental services agencies across the province, and whether these adhere to the proposed core elements of PDP, and
- 3) the extent to which agencies already collect (or could easily collect) information related to the planning process.

These findings will inform the development of a framework for understanding PDP and indicators for the evaluation of the PDP process within the context of a Multidimensional Assessment of Providers and Systems (MAPS) for Developmental Services in Ontario. Case studies with entire planning teams are currently underway (to be completed by August 31, 2012), and will further inform (1) how planning team members understand and define PDP, and (2) how consumers, natural supports, staff, and planners/facilitators experience the PDP process.

Methods

Ethics approval for this study was received from the Research Ethics Boards at Lakehead University and Queen's University.

Participants

In September 2011, all 345 transfer payment agencies providing developmental services in the province of Ontario were approached to participate in an online survey of planning practices; however, only those who provided services to adults were eligible to participate (216 agencies). An email was sent to the Executive Director of each agency, as well as to the identified staff member most familiar with the planning process within the agency to invite them to participate. Reminder emails were sent to agencies every two weeks between September and November 30th, 2011. Data collection terminated on December 15, 2011. All survey respondents were entered into a random draw to receive a gift certificate; 15 participants were sent a \$25.00 gift certificate.

A total of 156 agencies returned a fully completed survey, yielding a response rate of 72%. Table 2 shows the number of participating agencies by region. It is noteworthy that none of the eligible Francophone developmental service agencies responded to our survey.

Table 2: Number of Participating Agencies by Region

Regions	Number of participating agencies	% of total participants
Central	51	33%
Eastern	16	10%
Northern	22	14%
Southern	67	43%
Total	156	100%

Procedure

A link to the online survey hosted at SurveyMonkey.com was provided in the initial email to organizations. Once the participant had clicked on this link, an introduction to the project was provided that addressed the study's general goals, who should complete the survey, how long it would take, benefits to participation, anonymity and confidentiality, study withdrawal, and contact information. After having read the introduction, participants were required to consent to participate by clicking "yes" (i.e., I give my consent voluntarily to participate in this study). Only those who consented to participate could access the survey. Those who did not consent to participate (i.e., clicked "no") were thanked for their time and interest, but could not view the survey.

Data

All information received will be kept confidential and secure by the researchers at Queen's University for a period of 5 years. The original responses and data will not be shared with any third party, and the identities of individuals and agencies who participated will not be disclosed in any materials stemming from the research. Only anonymized data will be kept beyond 5 years.

Measure

The survey tool consisted of four sections as outlined below. The survey questions were designed to address as many of the proposed core elements of PDP as possible. As the survey was designed to ask about general planning practices and processes, questions related to team functioning and individual satisfaction were not included.

Section A: supports and services offered by the agency and the agency's data collection practices

Section B: approaches to planning

Section C: planning terms used (i.e., PDP and PCP) and their definitions

Section D: agency characteristics

Table 3 links survey questions to the appropriate core elements. It should be noted that six of the proposed core elements were directly measured using one or several items; four were measured indirectly, and four could not be measured. Specifically:

Direct measures were available for:

- 1) the person is involved in selecting the timing and location of the meeting (1 item),
- 2) the person chooses who is involved (1 item),
- 3) focuses on the person's strengths, abilities, and aspirations (2 items),
- 4) identifies supports within and beyond those of the provider agency that are needed to achieve the goals in the plan (3 items),
- 5) the person's services, supports, and day-to-day activities are adapted to ensure that they are in sync with the goals identified in the plan (1 item), and
- 6) periodic evaluation of actions and outcomes (1 item).

The following were measured indirectly:

- 1) *The person is involved in discussions* was measured by asking how often the person supported was present at planning meetings.
- 2) *The person's natural supports are encouraged to participate in discussions* was measured by asking how often the person's natural supports were present at planning meetings.
- 3) *Identifies clear actions to achieve the goals in the plan* was measured by asking whether or not the plan contained timelines for achieving the goal or progress toward the goal.
- 4) *Ongoing to commitment to revising actions and outcomes* was measured by asking how often the full planning team was present at review meetings.

Four core elements could not be measured in the agency survey, including:

- 1) the person has opportunities to make meaningful choices,
- 2) there is trust among the members of the planning team,
- 3) the team works collaboratively and with respect, and
- 4) the person is happy or satisfied with progress made toward identified goals.

The core elements that were not measured or were measured indirectly will be investigated through in-depth interviews with entire planning teams as part of the case studies in Year 3 of this project.

Table 3: Linking Survey Questions to the Core Elements of PDP

Core elements	Location
The person is involved in selecting the timing & location of the meeting	Q5
The person chooses who is involved	Q4
The person is involved in discussions	Q7
The person has the opportunity to make meaningful choices	Not in the survey
The person's natural supports are encouraged to participate in discussions	Q10
There is trust among the members of the planning team	Not in the survey
The team works collaboratively and with respect	Not in the survey
Focuses on the person's strengths, abilities, and aspirations	Q11
Identifies clear actions to achieve the goals in the plan	Q11
Identifies supports within and beyond those of the provider agency that are needed to achieve the goals in the plan	Q11
The person's services, supports, and day-to-day activities are adapted to ensure that they are in sync with the goals identified in the plan	Q12
Periodic evaluation of actions and outcomes	Q13a
Ongoing commitment to revisiting actions and outcomes	Q17a
The person is happy or satisfied with progress made toward identified goals	Not in the survey

Analyses

The definitions of PDP (and PCP) provided by respondents (in Section C) were analyzed by two members of the research team who used the proposed 14 core elements of PDP as a coding scheme. That is, each open-ended definition was coded for the presence or absence of each of the core elements. Descriptive statistics were used to present information on (1) planning approaches and tools and the extent to which these adhere to the core elements of PDP, and (2) data collection practices.

Results

Defining PDP

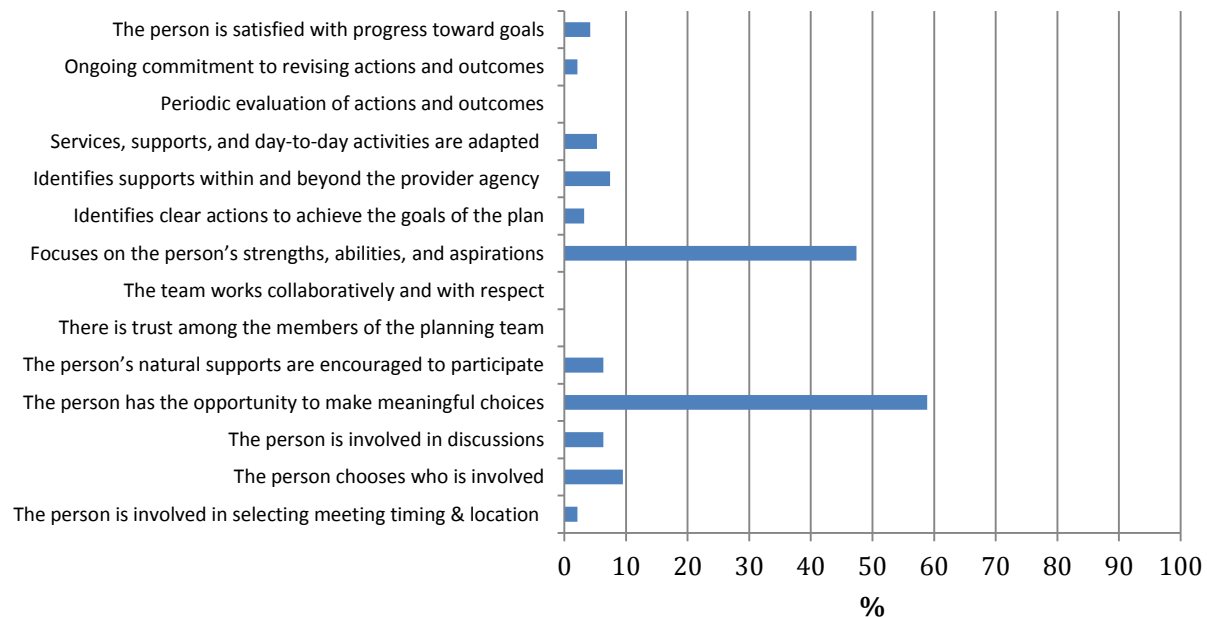
The survey revealed that PCP is the term more commonly used to describe their planning practices (89% of agencies). The term PDP is used by 77% of agencies, where 8% exclusively use the term PDP. Approximately 68% of agencies use both terms.

In analyzing the definitions of PCP and PDP provided by agencies in the survey, we found that both focused on the person's strengths/abilities/aspirations and the importance of having choices. For example: *"Planning will [reflect] the whole person and be driven by the individual's choice, interests, talents and gifts."*

Definitions for PDP emphasized the person's active role in the planning process. Examples include: *"Planning that is initiated and developed by the individual [receiving] services"*, *"...the person directs the team"*, and *"Plan [is] clearly directed, shaped and owned by the person"*. While definitions of PCP sometimes alluded to the person as being passive in the planning process (e.g., *"plan is centred around the person"*, *"all planning is done with the consent of the person receiving supports"*), many definitions included terms such as *"guides"* or *"directs"* when referring to the person's involvement in planning. Based on the overlap in definitions and use of both terms to describe planning practices, it appears that the terms PDP and PCP are largely understood to be interchangeable among the participating agencies.

We also examined the extent to which agency definitions of PDP reflected the proposed core elements of PDP (Figure 1).

Figure 1: Mention of Core Elements in Agency Definitions of PDP (n=156 agencies)



The analysis revealed that the elements most frequently mentioned in the agency definitions of PDP related to the importance of having opportunities for meaningful choices (58.9%) and focusing on the person’s strengths, abilities, and aspirations (47.4%). Other proposed core elements were mentioned much less frequently in the agencies’ definitions (from 2.1% to 9.5%), and three elements were never mentioned (i.e., trust among the members of the planning team, team works collaboratively and with respect, and periodic evaluation of actions and outcomes).

Planning Practices

Table 4 shows the extent to which various planning approaches are used by participating agencies. More than a third of the agencies use the “Personal Outcome Measures” (The Council on Quality and Leadership in Supports for People with Disabilities, 1999), “Getting to Know You” (Brost & Johnson, 1982), and “Essential Lifestyle Planning” (Smull & Burke-Harrison, 1992) approaches to planning. “PATH” (Pearpoint, O’Brien, & Forest, 1991) and “McGill Action Planning System” (Forest & Pearpoint, 1992) are also frequently used (i.e., by at least one quarter of agencies).

Table 4: Planning Approaches Used by Participating Agencies (n=156 agencies)

Core elements*	%
Families First	2.0%
New Hats	2.7%
24 Hour Planning	2.7%
Group Action Planning	4.0%
Individual Design Session (or Individual Service Design)	6.2%
Personal Histories	15.0%
Personal Futures Planning	18.4%
McGill Action Planning System (or Making Action Plans) – MAPS	28.2%
Planning Alternative Tomorrows with Hope – PATH	29.7%
Essential Lifestyle Planning	34.7%
Getting to Know You	36.7%
Personal Outcome Measures	39.2%
Other formal approach or tool	78.0%

* Responses are not mutually exclusive.

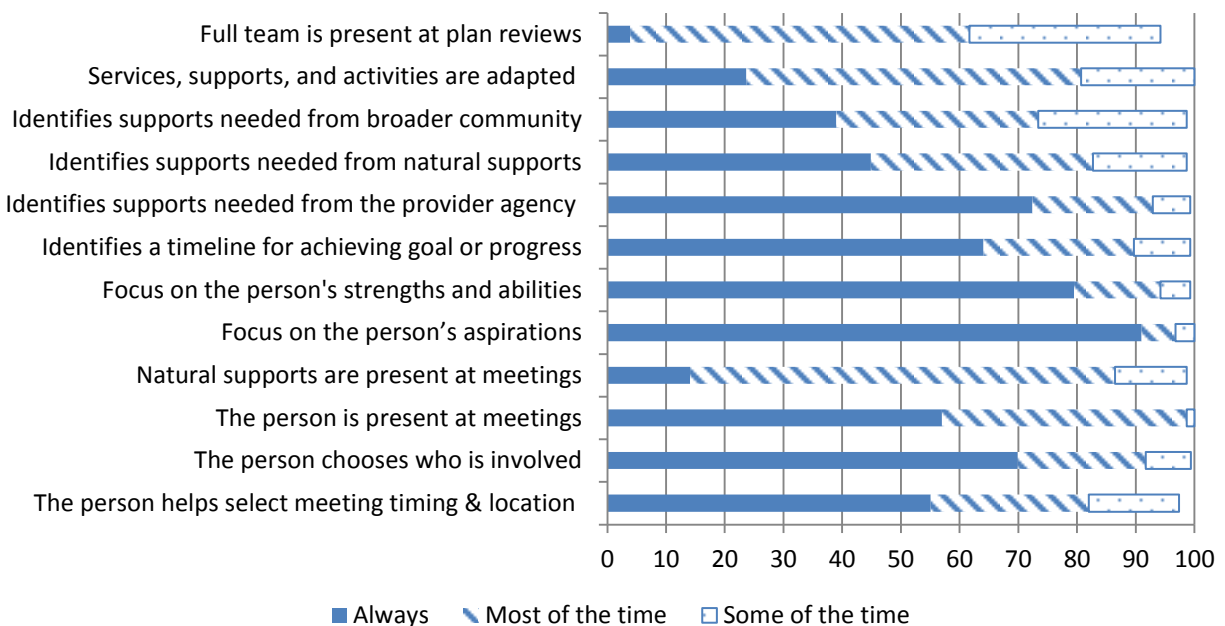
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Almost 80% of agencies indicated that they use an approach to planning that was not listed in the survey. The Helen Sanderson and Associates Person-Centered Thinking Tools (Helen Sanderson and Associates, 2012) was mentioned by 20%, and 2.6% mentioned David Pitonyak’s Discovery Workbook (Pitonyak, 2009). Other responses provided made mention of use of inspirational software (to help them visualize planning) or combinations of approaches already listed in the survey.

The majority of agencies (84%) blended several approaches (e.g., used Personal Outcome Measures and Essential Lifestyle Planning) or aspects of several approaches (e.g., used parts of MAPS, parts of PATH, and parts of Personal Outcome Measures) in planning, while 16% of agencies never blended planning approaches. Among the agencies that used another approach, approximately 61% used a home-grown approach developed by staff within the agency. As part of this year’s work, the content of the newly identified planning approaches was examined to determine whether the core elements were addressed (available upon request). Generally speaking, the core elements were largely reflected in both the newer formal approaches and the home-grown approaches studied.

Figure 2 presents information on the extent to which planning practices measured in the survey among the participating agencies adhered to the proposed core elements of PDP, regardless of the planning approach used. The results show 100% adherence with most items reflective of the proposed core elements (grouping together “some of the time”, “most of the time” and “always”).

Figure 2: Practice Adherence to the Proposed Core Elements of PDP



The item measuring ‘Periodic evaluation of actions and outcomes’ had a different response set than the others, and was therefore not included in the graph. Here, we asked agencies how many times per year a person’s plan was reviewed. The results indicated that most agencies reviewed plans on a quarterly basis (43%) or annually (26%). Approximately 17% reviewed plans monthly and 12% reviewed plans 5 or 6 times per year. Two percent of agencies said that plans were reviewed less than once per year.

Collecting Planning-Related Data

Agencies were asked to indicate whether they collected planning-related information for each individual supported. Table 5 shows that, at the time of the survey, almost all of the participating agencies were collecting information related to the presence of the person and natural supports at meetings and of team members at review meetings, various elements in the person’s plan, and the frequency with which the plans are reviewed.

Table 5: Data Collection Related to the Core Elements of PDP (n=156)

Core elements	Already collect	Ease of collection among those who do not already collect		
		Impossible	Difficult, but not impossible	Not at all difficult
The person helps select meeting timing & location	42.9%	5.7%	35.6%	58.6%
The person chooses who is involved	49.4%	2.6%	40.8%	56.6%
The person is present at meetings	92.3%	0%	16.7%	83.3%
Natural supports are present at meetings	94.2%	0%	66.7%	33.3%
Elements in the plan (e.g., goals, strengths, abilities, supports needed, timelines, etc)	94.7%	18.2%	63.6%	18.2%
Frequency of plan reviews	83.1%	3.7%	55.6%	40.7%
Full team is present at plan reviews	92.2%	0%	53.8%	46.1%

Just under half of the agencies were collecting information related to planning logistics (i.e., who selects time and location) and who decided on membership in the planning team. For both of these elements, most agencies not collecting the information indicated that this could be done without difficulty (almost 60%), though just over one third said it would be difficult but not impossible to collect (35% and 41%, respectively); 5.7% and 2.6% indicated that it would be impossible for them to collect information on planning logistics and decisions on team membership, respectively.

Discussion

Defining PDP

The survey revealed that “PCP” remains the term more commonly used by developmental services agencies in Ontario to describe their planning practices, though “PDP” is also widespread. In fact, qualitative analysis of the definitions provided for PCP and PDP showed that, while there is slightly more emphasis on the person having an active role in PDP, the terms are largely understood to be interchangeable.

Analysis of the definitions of PDP provided showed that these focused mainly on two of the proposed core elements – namely, having opportunities for meaningful choices and focusing on the person’s strengths, abilities, and aspirations. However, the two core elements related to the relationship between the people involved in planning (i.e., trust among the members of the planning team and team works collaboratively and with respect) were not mentioned in any definitions. Given the importance of the relationship between the person supported and those helping him/her plan for and work toward goals, it was expected that respondents would reflect on this quality of the process in answer to the open-ended question.

Planning Practices

The survey highlighted the extent to which agencies use a broad range of approaches to planning – from well-established formal approaches, to newer approaches and home-grown approaches developed by staff within the agency. In fact, half of all participating agencies have developed their own approach to planning. Further, just over half of agencies use a blended approach that incorporates several approaches or aspects from several approaches. A key finding from the agency survey is that the planning process continues to include organic, evolving, grass-roots efforts and approaches.

Regardless of the approach used, planning practices appeared to reflect the proposed core elements of PDP. It was not unexpected that proposed core elements were not ‘always’ adhered to 100% of the time, as this may be a reflection of choices made by the person supported. For example, the person may not want to be involved in planning logistics, or may have chosen to limit the involvement of natural supports. Similarly, given that almost one third of agencies engage in 5 or more planning review meetings per year, it is understandable that the full planning team may not be present at every meeting. Although the definitions of PDP provided by respondents focused mainly on only two of the proposed 14 core elements of PDP practice, when asked directly, agency staff indicated that planning practices in the agencies reflected the core elements of PDP measured in the survey.

Collecting Planning-Related Data

Through the survey, we discovered that the majority of agencies are already collecting individual-level planning-related information that corresponds to the proposed core elements of PDP. For those elements not already being collected, the vast majority indicated that this

could be done (with some or no difficulty). The fact that this information is already being collected by agencies in the developmental services sector bodes well for the development of process indicators related to PDP for several reasons. First, it tells us that this type of information is important and relevant to the agencies. Second, it indicates that data collection is entirely feasible. Third, it suggests that the move to a more standardized way of collecting the information would likely not be too burdensome for most agencies. In the future, it will be important to think about how agencies could aggregate individual-level planning-related information, for use within the agency and by the province to promote and enhance the quality of PDP.

Conclusion

In the first year, the focus of this project was to develop an understanding of what PDP is and how it is done. To this end, we proposed a set of core elements of PDP which could be used to inform the understanding and evaluation of the quality of PDP practices. In the second year of the PDP study, we surveyed developmental services agencies in Ontario to determine whether the proposed core elements resonated with agencies and were reflected in their practices.

We found that two of the identified core elements most strongly resonated with participating agencies – specifically, that planning focuses on the person’s strengths, abilities, and aspirations, and that the person has opportunities for choice throughout the planning process. In the third year of the study, we will examine the fit of the proposed core elements to the definitions of PDP given by persons, natural supports, planners/facilitators, and staff in our case studies of entire planning teams.

We also discovered that agencies use different approaches to planning, and use these in a variety of ways. For example, some agencies rely on a single approach for planning, while others blend approaches; many have developed their own planning approach. Regardless of the approach used by agencies, the proposed core elements of PDP are generally reflected in their planning practices. Through our case studies, we will gain a much deeper understanding of how these various approaches are experienced by the person and those who plan with them.

Lastly, we found that information related to the proposed core elements of PDP practice is already being collected by most of the agencies that participated in our survey. In other words, there exists within most agencies individual-level planning-related data, that could potentially be used at an aggregate level (e.g., agency-level, or provincially). Further, agencies told us that the data could be collected where it was not already collected. For this reason, it is believed that the developmental services sector is well-positioned to implement a standardized way of collecting process indicators related to PDP.

This year’s work has validated, to some extent, the proposed core elements of PDP practice, and the findings will be used to inform the development of the PDP framework and the selection of indicators for the evaluation of the PDP process within the context of a Multidimensional Assessment of Providers and Systems (MAPS) for Developmental Services in Ontario. To this end, in the final year of the study, we will: (1) finalize the framework for understanding PDP; and (2) identify possible indicators to measure the PDP process. This continuing work will keep in mind the importance of having indicators that take into account the individualized nature of planning and flexibility required in the process, the need for different perspectives on the planning process, the use of multiple sources of information, as well as the various levels of reporting. In doing this work, we will continue to actively engage with key partners and stakeholders within the Ministry and the developmental services sector, as well as with persons supported and their natural supports; to ensure that what is proposed is both meaningful and practical.

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Appendix A