



Personal and Professional Development
To meet the complex needs of people supported
such as:

- **S**ocial Reform
- **S**ubstances Recovery
- **S**icknesses Prevention
- **S**afety
- **S**ecurity
- **S**kills (Life)
- **S**mart
- **S**elf Development
- **S**atisfactory Life

A Centre for Conscious Care

Part 4C – Zero Based Person Centred Support Planning



Zero Based Support Services Planning

Introduction

The following template is offered as a resource to help ensure optimal support services planning for each person supported. Zero based means identifying ideally what services would most likely meet the person's needs, versus fitting the person into the services that the agency already has available.

- A.
 - 1) Person's gifts – what range of the person's positive qualities, gifts, interests, and vocational skills and plan support services accordingly.
 - 2) Person needs – what is the range of symptoms of people with development disabilities that you intend to help prevent, manage and treat and plan support services accordingly?
- B. What home spaces and at what levels will you offer services to meet the full or partial needs in your community (e.g. semi-independent living to safe space)?



Zero Based Support Services Planning

- C.
 - 1) What services will be provided and/or coordinated by the home and agency?
 - 2) What services will be provided by community partners, who, how much?
- D.
 - 1) What will the direct support staffing ratios need to be for each home?
 - 2) What will the indirect staffing ratios need to be for each home, e.g. supervisors, directors, administrators?
- E.
 - 1) What will support staff roles and responsibilities be?
 - 2) What will supervisors, directors and administrators roles and responsibilities be?



Zero Based Support Services Planning

- F. What will be the specific evidence based support strategies to meet each person's needs?
- G. What will the cost for each of the service components be?
- H.
 - 1) What will the outcome objective be for each person supported?
 - 2) How, when and by whom will the outcomes be measured?
- I. How will direct supporters, administrators, supervisors and directors roles and responsibilities be evaluated, by who and how often?
- J.
 - 1) How will direct support staff be held accountable, directed and supported?
 - 2) How will indirect support staff be held accountable, directed and supported?



Workshop - Process

Using the following unmet needs services planning process template, modify to reflect the needs of CLYS.



Unmet Needs Services Planning Process

The purpose of this planning document (reference below) is to ensure that the person supported and the support team are:

- 1. A) Aware of all of the unmet needs of the person supported.
B) Aware of all of the gifts and positive person qualities of the person supported.**
- 2. The Plan will work to meet all needs based on objective assessments of needs.**
- 3. Identifying the person's needs that the agency or community partners (for now) cannot meet is very important for future service planning.**





Unmet Needs Services Planning Process

Person ID _____ Date _____

Introduction

The purpose of this planning process is to determine a reasonable 'starting point' for services allocation. 'Reasonable' means somewhere between ideal (with unlimited resources) to minimal – barely adequate.

Starting point suggests that this is a changing process that recognizes growth and development. To be advised (TBA) refers to needing more information to decide.



Unmet Needs Services Planning Process

The planning process is:

- **Identify all of the person's positive qualities, gifts, interests, and vocational skills** and plan support development services accordingly.
- **The Team, together with the person supported as applicable, will agree on:**
 - unmet needs;
 - reasonable service goals.
- **The Team will:**
 - implement all applicable services;
 - identify barriers to implementation of services, e.g. dollars, staff qualifications, staff numbers;
 - problem solve barriers, identify solutions immediate, within one month, within one year, longer term;
 - implement as possible.

**The Team, together with the person supported as applicable,
will agree on support goals and modifications.**



A. 1) Symptoms of Disability and Comorbidities Indicating Support Needs

	Yes	No	TBA
1. ADHD			
2. Allergies			
3. Anger			
4. Addictions			
5. Attention and Focusing Problem			
6. Communications and Language Delays			
7. Cloak of Competence and Confidence			
8. Depression			
9. Drive – Low to No Motivation or Ability to Want to Do Better			
10. No to Low Eye Contact			
11. Impulsivity			



A. 1) Symptoms of Disability and Comorbidities - *continued*

	Yes	No	TBA
12. Low to No Empathy			
13. Inadequate Positive Relationships			
14. Not Accepting Needs for Support			
15. Lack of Meaning and Purpose			
16. Boredom Causing Anxiety			
17. Low to No Ability to Self-Regulate			
18. Refusal to Consistently Take Medications			
19. Social Vulnerability			
20. Indecisiveness			
21. Defiance			
22. Lack of Trust			
23. Unresolved Trauma			

A. 1) Symptoms of Disability and Comorbidities - *continued*

	Yes	No	TBA
24. Fatigue			
25. Elopement			
26. Gastrointestinal Problems			
27. Mood Disorders			
28. Eating Disorders			
29. Sensory Processing Problems			
30. Sleep Disturbances			
31. Challenging Behaviours			
32. Aggression			
33. Self-Injurious Behaviours			
34. Family Relationship – Non-Existent or Seriously Compromised			
35. Physical Health Fragility			
36. Palliative Care Needs			
37. Other			



A. 2) Gifts and Positive Personal Qualities

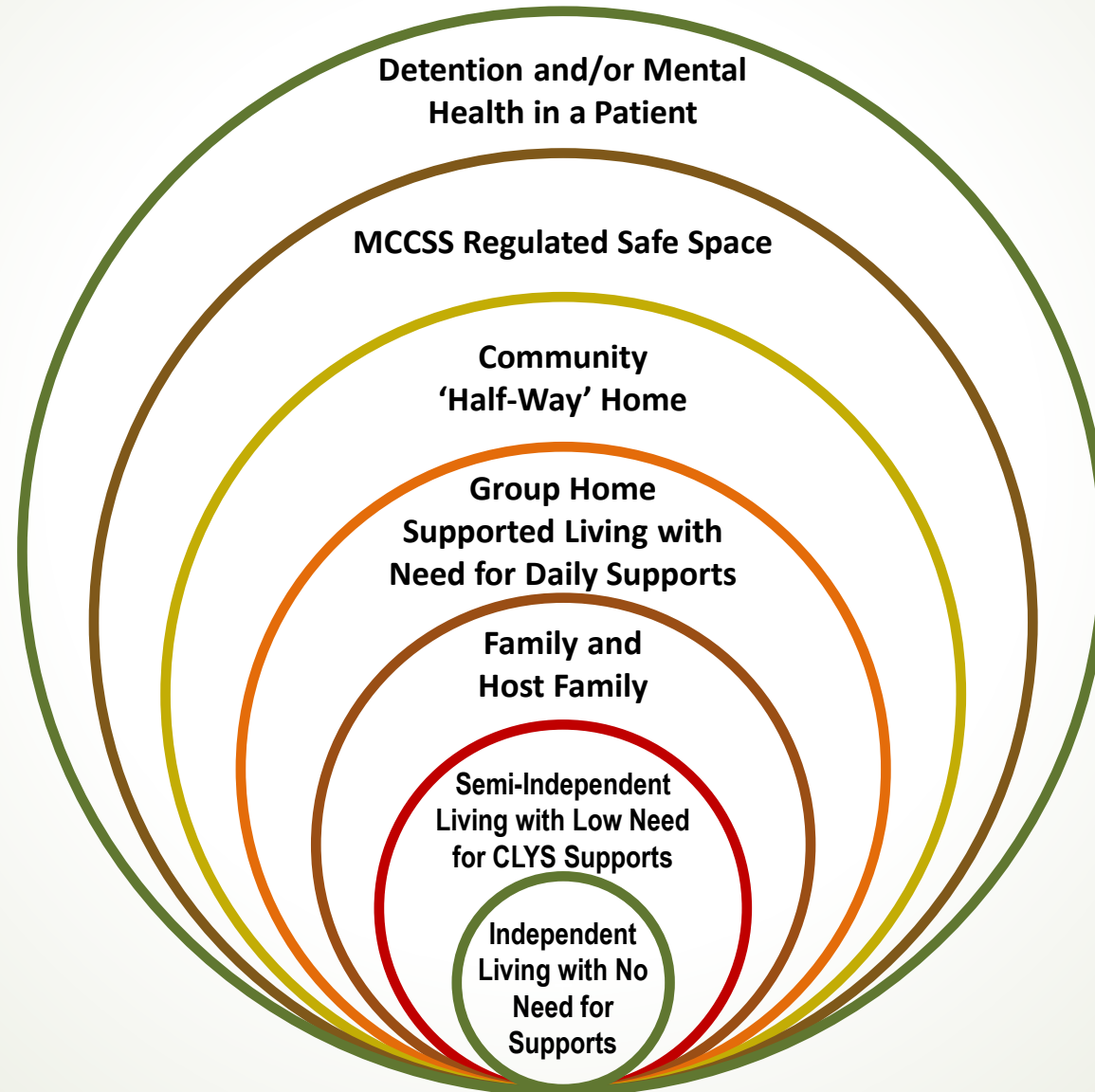
	Yes	No	TBA
1. Kindness			
2. Patience			
3. Thoughtful			
4. Sense of Humour			
5. Communication Skills			
6. Vocational/Work Interests and Skills:			
- Art			
- Music			
- Carpentry			
- Cooking			
- Other			
7. Empathy			



A. 2) . Gifts and Positive Personal Qualities - *continued*

	Yes	No	TBA
8. Emotional Self-Regulation			
9. Loyal Friend			
10. Spontaneous			
11. Innovative			
12. Hardworking			
13. Trust Worthy			
14. Generous			
15. High Standards			
16. Peace Maker			
17. Fair			
18. Other			

'B' - Individual's Home Options Required to Meet Unmet Needs

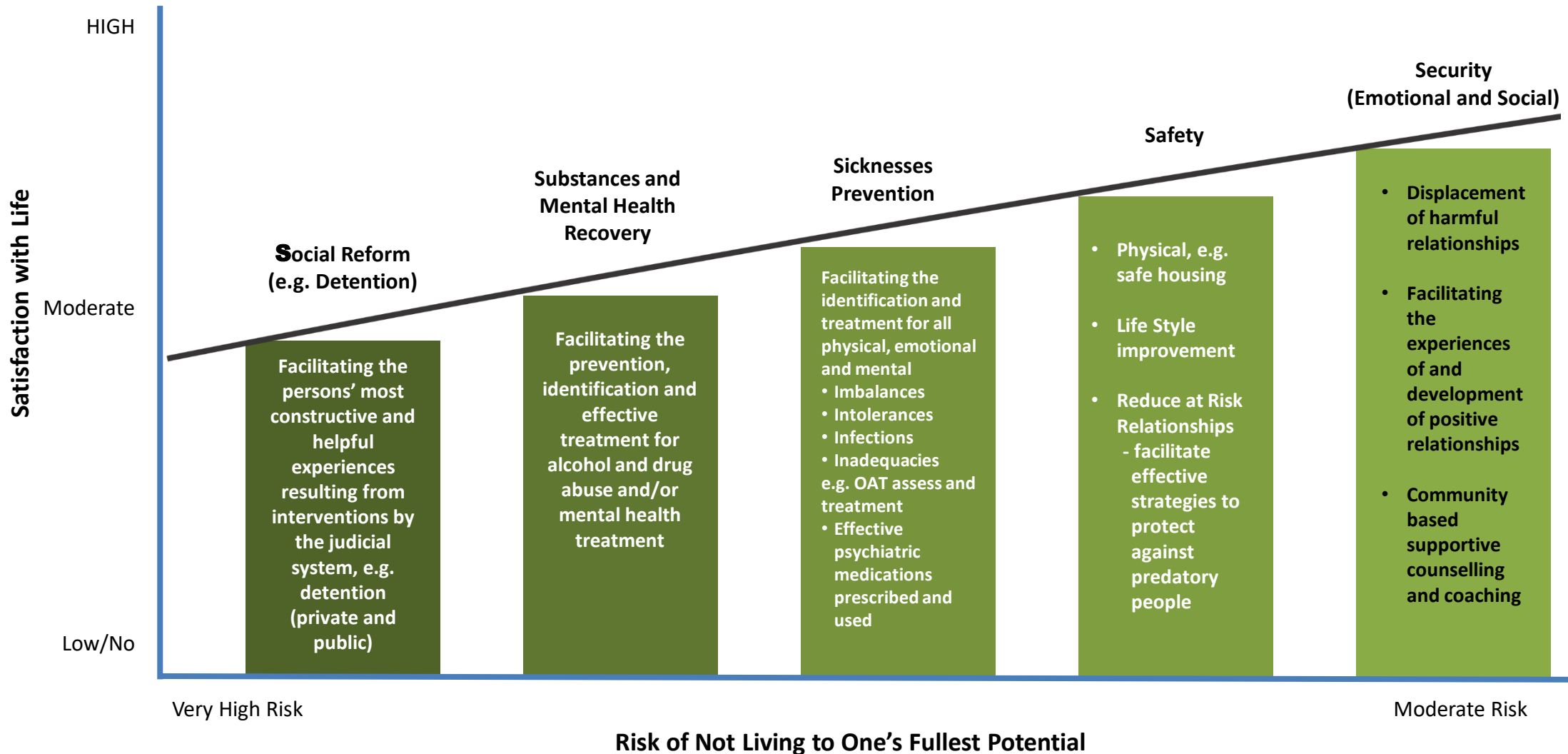




B. Recommended Home Environment as Determined by Need

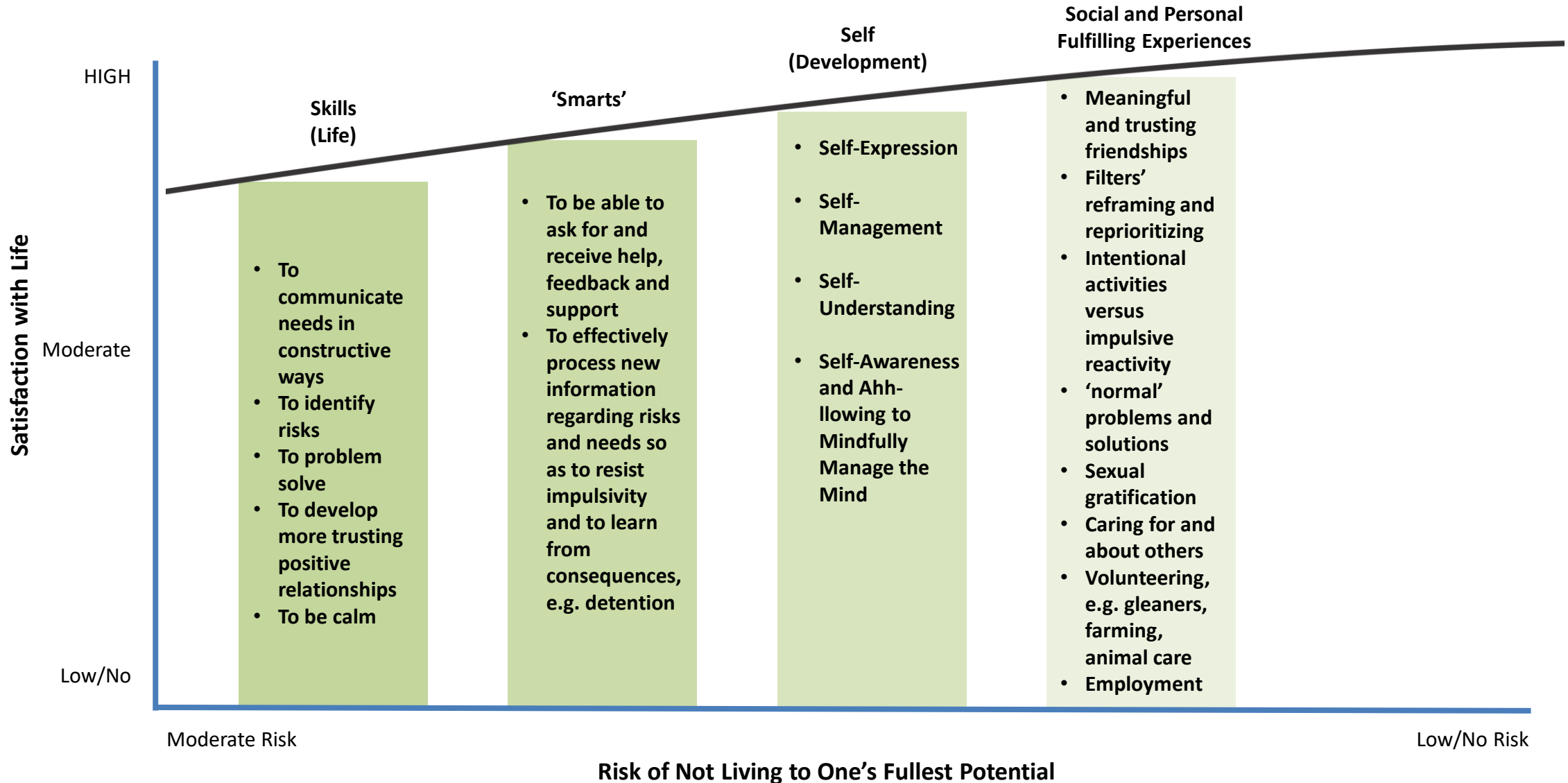
	Yes	No	TBA
1. Independent Living			
2. Semi-Independent Living			
3. Family and Host Family			
4. Group Home Supported Living With Need for Daily Supports			
5. Community 'Half-Way' Home			
6. MCCSS Regulated Safe Space			
7. Detention and/or Mental Health in a Patient			

‘C’ - Identifying Needs and Facilitating Person Centered Solutions





Identifying Needs and Facilitating Person Centered Solutions





C. Services – Community Partners and CLPE to Address All Symptoms (reference A above)

	Yes	No	TBA
1. Social and Personal Fulfilling Experiences			
2. Education for Self Development			
3. 'Smarts'			
4. Skills (Life)			
5. Security (Emotional and Social)			
6. Safety			
7. Sickneses Prevention			
8. Substances and Mental Health Recovery			
9. Social Reform (e.g. Detention)			
10. Other			

**‘D’ - Components of a
Safe, Nurturing and
Secure Living Space for
a Person Supported -
while they have
Unmet Needs**





D. Components of Home Support – What is Applicable?

	Yes	No	TBA
1. Opportunity for 24/7 Direction and Support from Trusted and Respected Supporters			
2. Daily Personal Development Activities and Identification and Treatment of Comorbidities			
3. Accessible to Community Partners' Resources for Acquisition, Advocacy and Management			
4. Opportunity to Build Non-threatening Peer and Other Mutually Beneficial Relationships			
5. Opportunities to Build Relationships with Family			
6. Opportunities to Develop Self-Reliance and Independence			
7. Life Skills Coaching, e.g. Sensory and Exercise Secured Area and Programming			
8. Sensors to Indicate Potentially Challenging Behaviour			
9. Protection from Substance Abuse Including Bi-Weekly Urine Samples			
10. Potential for House Detention to Fully Comply with Court Orders			
11. Opportunity for Person Supported to Contribute to Main Functions of the Home and Personal Needs			



E. Staffing Ratio Needs

	Yes	No	TBA
1. 3:1			
2. 2:1			
3. 1:1 Full-24/7			
4. 1:1 Partial			
5. 1:2			
6. 1:3			
7. 1:4			



F. Plan Compliance Strategy

	Yes	No	TBA
1. Educate Person Re. Plan and Compliance Needs, etc.			
2. Education Re. Person's Responsibilities			
3. Education Re. Staff Responsibilities			
4. Gain Compliance Agreement Where Possible			
5. Education of Non-Compliance Options • TBA • TBA • TBA • TBA			
6. Clear Limits Enforced by Court Orders			
7. Clear Limits Enforced by Transfer to Other Service Providers			
8. Clear Limitations Not Consistently Enforced			



G. Specific Support Strategies Based on the Above Identified Needs and Options



Physical Aggression/Self-Injurious Behaviour, De-escalations and Safety Practices (Reference CCS Text Pages 73 to 87)