



Fiscal Year (FY)2021-2022 Workplan



COMMUNITY OF PRACTICE FOR SUPPORTING FAMILIES PENNSYLVANIA STATE TEAM

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Abstract

This document reflects ongoing efforts as well as areas of focus for new or enhanced strategies for the Initiative Coordinator and leadership team for the fiscal year 2021-2022. It is a companion to the Comprehensive Workplan.

ISAC RECOMMENDATION #4 STRATEGY 1

Recognize that family is defined by the person; by who is important to the person. It may include biological and chosen family or staff.

Current Activities

Established and ongoing

1. The Office of Developmental Programs (ODP) incorporates the concept that family is defined by the person broadly across all trainings and policies.
 - This includes communications from the Community of Practice (CoP) for Supporting Families Leadership Team.
2. Self-Advocates United as 1 (SAU1) Ambassadors are integral members of the CoP for Supporting Families Leadership Team.
 - As such, they provide trainings and mentoring as well as technical assistance (TA) to partners.
 - SAU1 provides Vision Events training to help people learn Charting the LifeCourse (CtLC) concepts including why and how to create and use the Integrated Supports Stars to help identify ways to reach and communicate their vision for a good life.
3. ODP shares announcements from SAU1 in a variety of ways to reach a broader stakeholder group including: the MyODP training calendar, MyODP News Online Weekly Digest, and the ODP-Supporting Families ListServ which can be joined by emailing <http://listserv.dpw.state.pa.us/Scripts/wa.exe?SUBED1=odp-supporting-families-cop&A=1>.
4. At ODP State Centers, training on CtLC has been completed for many staff, people living in the State Centers and is ongoing for others. CtLC information is provided to people living in State Centers and to their families by sending information, having 1:1 talks, and sharing information at family events.

In initial stages

1. The 6100 Regulatory Compliance Guide (RCG) and trainings on the RCG explain that family includes persons designated by the individual.

Fiscal Year (FY) 21-22 New or Enhanced Activities

1. The Initiative Coordinator will determine whether there are current National Core Indicator (NCI), Independent Monitoring for Quality (IM4Q) or Quality Assessment & Improvement (QA&I) measures that discuss involvement of family designated by the person in developing and revising the Individual Support Plan (ISP).

ISAC RECOMMENDATION #4 STRATEGY 2

Support the work of the PA Family Network to reach families with a consistent message of the importance of family expectations of a good life for family members and opportunities for discovery and navigation of support/service systems and community-based resources.

Current Activities

Established and ongoing

1. PA Family Network is an integral member of the leadership team and Family Advisors provide trainings and mentoring as well as TA to partners.
 - At trainings, conferences, and expositions:
 - PA Family Network presents independently
 - PA Family Network and ODP collaborate on presentations
 - ODP presentations include referral information to PA Family Network and SAU1
2. The Initiative Coordinator provides bi-weekly TA to SAU1 and PA Family Network as needed.
3. ODP shares announcements from PA Family Network in a variety of ways to reach a broader stakeholder group including: the MyODP training calendar, MyODP News Online Weekly Digest, and the ODP-Supporting Families ListServ.

In initial stages

1. PA Family Network is developing a YouTube channel.
2. ODP QA&I efforts include surveying families.

FY 21-22 New or Enhanced Activities

1. The PA Family Network will start workshops for siblings with support/guidance from the new Sibling Family Advisor.

2. The PA Family Network will start an adult Good Life group for siblings with support/guidance from the new Sibling Family Advisor
3. In alignment with the Information Sharing and Advisory Committee (ISAC) Recommendation #14, PA Family Network will apply the lens of racial equity to their work.
4. The Initiative Coordinator and leadership team will identify and implement strategies to further inform families that PA Family Network is available. Data from 2018/2019 IM4Q indicate that 22% of families are aware of PA Family Network. Strategies can include increasing Regional Collaborative connections for local families and Supports Coordinators (SCs) providing information.

ISAC RECOMMENDATION #4 STRATEGY 3

Support the continued growth of regional collaboratives, through the Community of Practice, so that communities and all stakeholders experience genuine direction and ownership in local approaches to ensure equal access and support of individuals and families.

Current Activities*Established and ongoing*

1. Regional collaboratives meet at varying frequency from monthly to quarterly. Some are held in person and some have moved to a virtual meeting or a hybrid model.
2. Regional Collaboratives work to improve support to families at the local level by applying the principles of CtLC to local communities. A variety of methods are used including helping families have the information they want and need, providing or helping families access opportunities for connection and networking, and helping families access goods and services that they want and need.
3. Regional collaboratives also have opportunities to meet with one another to plan and share information. Avenues for meeting include:
 - Quarterly or semi-annual Regional calls organized by ODP Regional Leads for Supporting Families.
 - Quarterly statewide calls organized around four Areas of Innovation: Supporting Families, Employment, Supports Coordination, and Front Door.
 - Annual statewide Summits, alternating in-person and virtual, are organized by Initiative Coordinator and supported by a Regional Collaborative Summit Steering Committee which is composed of stakeholders at all levels. Currently, in person activities are limited due to the pandemic.
4. ODP Regional Leads and Initiative Coordinator provide TA to Regional Collaboratives.

5. Regional Collaborative reporting tools are used to share information from the local level to the PA Supporting Families Leadership Team.
6. PA Family Network Family Advisors are members of, and some serve as co-facilitators for, Regional Collaboratives across PA. As active leaders with Regional Collaboratives statewide, Family Advisors assist with planning, implementing CtLC, and supporting families at the local level.

In initial stages

1. Collect and review data via Quality Measures.
2. Build and ensure Quality Outcomes across the Regional Collaboratives.
3. Provide more information on what other states are doing: shared via invitation to join National Calls on ODP Supporting Families ListServ but can expand to also share written highlights/articles.
4. PA's Developmental Disabilities (DD) Council has committed to connect each of their grant projects with Regional Collaboratives. Community Response Projects are currently available. Information can be found at [Community Response Projects | Pennsylvania Developmental Disabilities Council \(paddc.org\)](https://paddc.org).
5. Tip of the month ListServ communication has begun with the aim to provide Regional Collaboratives with ideas to activate and energize collaboratives.
 - o Regional Collaboratives have the opportunity to use the ODP Supporting Families ListServ to request information from one another and to communicate at the local and regional levels which will be included as a Tip of the Month.

FY 21-22 New or Enhanced Activities

1. In alignment with ISAC Recommendation #14, Regional Collaboratives will apply the lens of racial equity to their work.
2. Regional Collaborative Reporting Tools will be reduced to semi-annual. The Initiative Coordinator will send out a request for the Reporting Tool to be submitted in October 2021 and March 2022.

3. The CoP for Supporting Families Leadership Team will create a toolkit for Regional Collaboratives that can be used to provide a brief overview of CtLC to new members.
 - Materials for expansion of the Virtual Regional Collaborative Summit 2021 will be shared via the ODP Supporting Families ListServ as a toolkit.
 - These will also be posted on the Regional Collaboratives pages on MyODP.
4. Regional Collaboratives will have enhanced opportunities between the in-person and virtual summits to share success stories with one another of what's working and what people are doing as part of the Community of Practice for Supporting Families. This is a request from the 2019 Regional Collaborative Summit.
 - Regional Meetings are being held more frequently so that the Regional Collaboratives have more opportunities to learn from one another.
 - Northeast, Central and Western Regions are establishing quarterly calls
 - Southeast Region is currently determining the frequency of calls. The Region of 5 counties historically was meeting quarterly but that changed with turnover.
 - The Regions are determining who to include in the Regional Meetings. Including leadership from their local collaboratives is being considered in an effort to share and expand leadership roles instead of just including system leads. Inclusion could also expand to include ODP's Bureau of Supports for Autism and Special Populations regional office reps and Supports Coordination Organizations.
 - Hold the first PA Innovation Roundtable to highlight innovative practices to support families in PA.
5. Initiative Coordinator will hold quarterly calls for Innovation Area Leads (Employment, Front Door, Supporting Families, Supports Coordination) to share strategies and approaches.

ISAC RECOMMENDATION #4 STRATEGY 4

Align supports coordination with the LifeCourse Framework so that Supports Coordinators (SC)s have the skills and capacity to encourage, explore, and plan with self-advocates and families about their vision of a good life.

Current Activities

Established and ongoing

1. ODP employs strategies that promote SC capacity to achieve this strategy:
 - ODP Regional Leads for Supporting Families:
 - Provide Deeper Dive trainings around the LifeCourse framework for SCs and Administrative Entities (AEs).
 - Provide TA to SCOs relative to implementing the LifeCourse framework including changing conversations, how to use tools, and family involvement.
 - Host and/or attend additional SCO meetings discussing how to incorporate the framework and tools into Individual Support Plans (ISP) and monitoring.
 - SC Innovation Area calls are held quarterly and led by Western Region Co-Lead for CtLC.
 - Established a Quality Management Plan for Supporting Families for intentional data collection and analysis.
2. SCOs are encouraged to develop local Quality Measures that reflect the support of families by applying the LifeCourse framework. Examples could include:
 - LifeCourse framework and/or tools introduced at intake
 - Tracking the number of families introduced to the LifeCourse principles
 - Did 100% of the individuals coming through our intake, receive LifeCourse information and LifeCourse principles?

- Did 100% of the individuals coming through our intake receive community resource information?
 - Do SCOs enter their initial meeting with consumers/families with knowledge about consumer needs in various life domains?
 - Did participation in community outreach events increase from the previous year?
 - How many individuals were served through the Community Support Specialist position?
 - How many individuals were competitively employed?
 - How many families were introduced to the CtLC framework and PA Family Network through front door activities?
3. PA Family Network provides TA to SCOs.
 4. Early Intervention (EI) staff work with SCs to use tools for EI transition in person and online.
 5. Providers now report seeing SCs use CtLC tools at ISPs and in preparation for ISPs.

FY 21-22 New or Enhanced Activities

1. The QA&I questions will be reviewed and modified as needed by the CoP for Supporting Families Leadership Team.
2. The CoP for Supporting Families Leadership Team will review the results of the Family Survey, release the Individual Survey, and review those results, and make recommendations for next steps.
 - Determine whether to follow up with an SC survey to see if they feel that they are supporting families and to be able to compare the data.
 - The survey for individuals that has been drafted by the team will be released and the results reviewed for next steps.

3. Offer Virtual Office Hours (VOH) and/or webinars for SCs as a Community of Practice on application of the Charting the LifeCourse framework and tools to support individuals in the context of their families.

- Invite SC champions to be highlighted to reflect that services and supports are not a barrier to true family and community inclusion (illustration 1) but instead are integrated (illustration 2):



Illustration 1



Illustration 2

ISAC RECOMMENDATION #4 STRATEGY 5

Amend the ISP to address families' needs, including challenges a family faces, the vision for the individual, and extended family information.

Established and ongoing

1. At ODP State Centers, conversations with families include more listening and discussion about their needs
2. Some SCs are sending LifeCourse materials with ISP invitations
3. SAU1 Vision events support developing a vision and promoting that vision at their ISP meeting and sharing the expectation that it should be reflected in their ISP

In initial stages

1. Simplified system(s) efforts are in progress: planning and developing of a new ISP system to address family's needs, include the individual's vision as well as their family's vision(s).

FY 21-22 New or Enhanced Activities

1. Identify opportunities for individuals and families to learn how to use their tools to run their ISPs, Individualized Education Plans (IEPs) and other meetings
 - The PA Family Network is starting a workshop to create/inform using LifeCourse for the ISP
 - Promote access to those opportunities for individuals and families
2. State Centers are initiating use of LifeCourse tools at ISPs and transition planning meetings
3. Explore available data about use of LifeCourse tools to inform the development of the ISP. If no data is available, determine if it should/could be collected and if so, through what means.
 - a. How many people are using the framework & tools to inform the development of the ISP?

- i. 2018/2019 IM4Q data indicate that 12% of families are aware of the LifeCourse framework and tools
- b. How many SCs are asking people at ISPs to share their tools and checking for progress and making changes?

ISAC RECOMMENDATION #4 STRATEGY 6

Develop materials leading families to information, connections, opportunities, supports, and resources needed to build everyday lives for all.

Current Activities

Established and ongoing

1. LifeCourse Materials are available in a variety of formats including:
 - Paper versions
 - Digital versions linked on MyODP Supporting Families pages
2. Workshops are offered for individuals and families and include LifeCourse
 - SAU1 and PA Family Network provide in person and online trainings to individuals and families
 - PA Family Network has workshops regarding LifeCourse available in Spanish
3. To help individuals and families access opportunities for education/training/conferences, the Developmental Disability Council established the Leadership Empowerment and Advocacy Fund (LEAF) Scholarships for self-advocates and families. Information about LEAF Scholarships can be found at [LEAF Scholarships | Pennsylvania Developmental Disabilities Council \(paddc.org\)](https://paddc.org/leaf-scholarships).
4. ODP and contracted trainers have changed trainings and communication with families in response to the pandemic:
 - ODP increased trainings for families from ODP leadership
 - Regional Leads attend Zoom calls hosted by SAU1 to present information and answer questions
 - SAU1 and PA Family Network have developed and held regular online forums for self-advocates and families to provide updates, discuss experiences, and answer questions

In initial stages

1. SAU1 Ambassadors and Power Coaches for the CoP for Supporting Families completed and have obtained some of the resource materials to replicate the Charting the Good Life Curriculum for self-advocates
 - a) SAU1 is developing a weekly series on Charting the Good Life for self-advocates with TA from the Initiative Coordinator and National CoP for Supporting Families

FY 21-22 New or Enhanced Activities

1. The Gold Book will be finalized and released
2. ODP Supporting Families ListServ emails will include Alt text so that the information shared can be accessed via screen readers to make them accessible to more people
3. Quick Response (QR) codes will be added to CtLC materials. The QR code will take the user to American Sign Language videos explaining the use of the materials. The videos will be made available via MyODP attached to CtLC and communications
4. The Initiative Coordinator will explore the cost of customized CtLC employment booklet for PA through the LifeCourse Nexus

ISAC RECOMMENDATION #4 STRATEGY 7

Strategize multiple ways to disseminate information to families. Communication avenues including: counties, providers, email distribution lists, school districts, advocacy organizations, social media, and traditional media at the local and state level.

Current Activities*Established and ongoing*

1. The ODP Supporting Families ListServ and MyODP landing pages are used to streamline information dissemination and sharing of resources.
 - These can be accessed by all people.
 - Efforts of the Initiative locally, statewide, and nationally are promoted by both.
 - Over 350 people are on the listserv which began with a list of Regional Collaborative member emails.

2. Members of the CoP for Supporting Families Leadership Team distribute information and offer opportunities for connection through social media.
 - PA Family Network is using Instagram, Facebook (including Facebook Live) and Twitter to share information.
 - [PA Family Network \(@pa_family_network\) • Instagram photos and videos](#)
 - [Pennsylvania Family Network - Home | Facebook](#)
 - [PA Family Network \(@pafamnetwork\) / Twitter](#)
 - DD Council shares Supporting Families events through web and social media.
 - [Pennsylvania Developmental Disabilities Council \(PADDC\) - Home | Facebook](#)
 - [PADDC \(@PaDDCouncil\) / Twitter](#)

- SAU1 is using Facebook and Twitter and has also established a Good Life Group site on Facebook.
 - [Self Advocates United as 1 \(SAU1\) - Home | Facebook](#)
 - [SAU1 \(@SAU1PA\) / Twitter](#)
- Regional Collaboratives use social media in some areas which are shared on their MyODP landing pages accessed through the interactive map.
 - [MyODP: ODP Regional Leads](#)

FY 21-22 New or Enhanced Activities

1. Revise the CoP for Supporting Families pages on MyODP to improve access to the information and maximize benefits.
2. In alignment with ISAC Recommendation #14, ensure that strategies include reaching all people, by reaching out to unrepresented or underrepresented people.

ISAC RECOMMENDATION #4 STRATEGY 8

Focus on the engagement of cross-systems partners in the Community of Practice to recognize their roles in supporting families to have strong visions and high expectations. The value their roles play in improving access for families to needed information, supports, and services throughout the lifespan is essential.

Current Activities*Established and ongoing*

1. The Initiative Coordinator provides TA as needed to CoP for Supporting Families Leadership Team and all others as requested about PA's CoP for Supporting Families Initiative, the National CoP for Supporting Families and CtLC.
 - The Initiative Coordinator serves as PA's Supporting Families Facilitator for the **National CoP for Supporting Families**. Information can be found at [The Community of Practice for Support Families of Individuals with Intellectual & Developmental Disabilities – A Collaboration Between NASDDDS and UMKC IHC, UCEDD \(supportstofamilies.org\)](#).
 - CoP for Supporting Families Leadership Team meetings are held monthly.
 - **Early Intervention (EI)** is represented on the team.
 - Initiative Coordinator is part of **PA's CoP for Secondary Transition**. Information can be found at [PA Secondary Transition](#).
 - Initiative Coordinator is also a member of the **9-8-8 Advocacy Coalition** and the **Venango County Suicide Prevention Task Force**.
2. Members of the CoP for Supporting Families Leadership Team provide TA as needed to all others as requested about PA's CoP for Supporting Families Initiative, the National CoP for Supporting Families and CtLC.
 - Regional Collaboratives are building this capacity at varying paces. Key to their work is bringing broad representation into their stakeholder groups, including **school districts, providers,**

advocacy groups, and generic **community partners** (such as **parks and recreation, clubs, businesses, churches**, etc.). Presentations are continuing to be requested by provider groups and others.

- SAU1 is involved with **ISAC, PA DD Council** and other statewide meetings.
 - PA Family Network offers as much TA to partners as possible through their contract with ODP.
 - **Cross systems partners** are welcomed to join the PA CoP for Supporting Families' Innovation Area calls.
3. Members of the CoP for Supporting Families Leadership Team provide trainings across PA for families and self-advocates at **Secondary Transition and Employment Conferences** as well as for **Community Participation Support (CPS), Supports Brokers, AEs, SCs, and providers**.
- A CoP for Supporting Families Training Workgroup, established in 2020, provides TA to the leadership team as needed. The workgroup includes **individuals, family members, SCs, AEs, ODP staff**, and other **members of Regional Collaboratives**.
 - ODP State Center leads are providing more training to **staff** and **family** on the CtLC framework and tools.
 - **Office of Child Development and Early Learning (OCDEL)** shares CtLC tools, resources, framework with statewide Early Childhood home visitors.
 - Opportunities to train other community members are welcomed and provided as they arise for **medical community, preschool/daycare educators, school systems (Pennsylvania Department of Education), emergency responders, religious communities, and legal systems**.

In initial stages

1. Allegheny County is starting a pilot to integrate CoP/CtLC into their current processes for up to 20 transition age youth with intellectual, developmental disabilities or Autism who are graduating in 2021.

2. DD Council promotes connections between council grantees and the supporting families' initiatives/people via Community Response Project grants.
3. Increase training for education professionals by offering Continuing Education Units (CEUs) for CtLC training.
 - a. Training for Huntington/Mifflin/Juniata Special Education teachers and paraprofessionals is in development with the support of **PA's Training and Technical Assistance Network (PATTAN)**.
4. The Initiative Coordinator is mapping **LifeCourse Ambassadors** and **Champions of CtLC** in PA to identify roles and connect them to the work of the CoP.

FY 21-22 New or Enhanced Activities

1. Connect **LifeCourse Ambassadors** and **Champions** to the work of PA's CoP for Supporting Families.
 - In PA, there are over 70 **LifeCourse Ambassadors** and many **Champions** from different systems and organizations serving in many different roles.
 - A **PA Ambassadors** and **Champions** event will be held to improve cross system collaboration to include all levels (**systems, contract partners, provider organizations, families, and self-advocates**, etc to reflect all people).
2. Enhance collaboration between **families, providers, and others connected with ODP**.
 - Initiative Coordinator will research how/if the CtLC framework can enhance the provider readiness tool and provider applicant orientation.
 - Initiative Coordinator will learn about **PA's Supports Brokers** and how people with this model were supported as compared with others during the pandemic. PA Family Network provides CtLC training to Supports Brokers through the Supports Broker Network. SAU1 provides information as well.
 - Initiative Coordinator will provide information to **PA's Health Care Quality Units (HCQUs)** about the CtLC framework and PA's efforts.

3. In support of encouraging the use of the LifeCourse framework and tools to help individuals and families plan for an everyday life, including supports needed, a Department of Human Services (DHS) bulletin that provides guidance regarding when **DHS offices** should make referrals to county Intellectual Disability/Developmental Disability (ID/DD) programs is being released. Trainings on the bulletin will be provided for all applicable offices.
4. In coordination with **Pennsylvania Training and Technical Assistance Network (PaTTAN)**, Continuing Education Credits are being offered as a trial for paraprofessionals in schools for a virtual Deeper Dive training into CtLC.
5. PA CoP for Supporting Families Leadership Team members will be encouraged to submit training proposals for provider conferences to introduce CtLC as a means to improve person centered planning to support people in the context of their families.

ISAC RECOMMENDATION #4 STRATEGY 9

For people who are waiting for supports and services, utilize the supports coordination service, Targeted Support Management, to support community navigation through the LifeCourse Framework and tools for planning, connecting with other families, and finding information and resources within their communities.

Current Activities

Established and ongoing

1. Some regional SCO meetings include a standing agenda item to share practices.
2. SAU1 provides TA to regional collaborative members that include AEs and SCs about supporting individuals who are waiting for supports and services.
3. PA Family Network provides trainings about the use of CtLC for planning in different life stages and life domains. They also provide mentoring.
4. SAU1 provides trainings about the use of CtLC to use integrated supports.

In initial stages

1. Targeted Support Management (TSM) bulletin is being updated to reflect the LifeCourse framework and how to apply it including accessing integrated supports.
2. The Intake Manual is in development, reflecting the LifeCourse framework.

FY 21-22 New or Enhanced Activities

CoP for Supporting Families Leadership Team will provide guidance and support to AEs when the revised Intake Manual and the revised TSM bulletin are released. This is because AEs may be implementing new business practices as a result of those releases.

Appendix

FY 20-21 Accomplishments

At a Glance

STRATEGY 1: Support the Person in the Context of Family



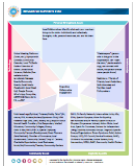
- ListServ communications enhanced to be inclusive and identify target audience

STRATEGY 2: Support the Family and PA Family Network



- DDC Leadership, Empowerment, and Advocacy Fund (LEAF) Scholarships Established and Accessed—2 SAU-1 Completed Ambassador Series, PA Family Network Advisors in the CtLC Ambassador Series

STRATEGY 3: Support the Regional Collaboratives in PA as they continue to develop



- PA Team developed and shared expansion stars via Regional meetings and the Virtual Summit
- Regional Collaborative Quarterly Reporting Tool started and is now part of the feedback loop.
- ODP Supporting Families Team is reviewing all MyODP CtLC content to maximize benefits for stakeholders.

MyODP
Training & Resource Center

STRATEGY 4: Supports Coordination supports individuals and families



- SC Innovation area surveyed SCs and SCO administrative staff on CtLC with the aim to fill their buckets.
- Supporting Families Quality Management Plan: Family and Individual Surveys developed

Outcome

Families and individuals receive information and support when and how they need it.

STRATEGY 6: Materials fill families’ buckets: information, connection, goods, and services



- PA’s CoP for Supporting Families now has a Training Workgroup & Summit Steering Committee with family and Regional Collaborative representation

STRATEGY 8: Cross-system partners support families

What is the County Intellectual Disability (ID) Program and why Should my Child be Registered?



- Expand and improve the hand-off from EI to ODP
- Ambassadors and Champions of CtLC in PA are mapped

STRATEGY 9: Targeted Supports Management is used to support individuals and families waiting for services and supports



- TSM bulletin which includes eligibility expansion across the life span for IDD/A & children with medical complexities