**Person Centered Planning and Service Delivery Requirements**

Every home and community-based services program licensed under chapter 245D is required to provide services in response to each person's identified needs, interests, preferences, and desired outcomes as specified in the support plan and the support plan addendum, and in compliance with the requirements of the 245D Home and Community-Based Services (HCBS) Standards.

As required in section [245D.07](https://www.revisor.mn.gov/statutes/?id=245D.07), subdivision 1a of the 245D HCBS Standards, 245D licensed programs must provide services in a manner that supports each person's preferences, daily needs, and activities and accomplishment of the person's personal goals and service outcomes, consistent with the principles of:

Person-centered service planning and delivery that:

* identifies and supports what is important to the person as well as what is important for the person, including preferences for when, how, and by whom direct support service is provided;
* uses that information to identify outcomes the person desires; and
* respects each person's history, dignity, and cultural background;

Self-determination that supports and provides:

* opportunities for the development and exercise of functional and age-appropriate skills, decision making and choice, personal advocacy, and communication; and
* the affirmation and protection of each person's civil and legal rights; and

Providing the most integrated setting and inclusive service delivery that supports, promotes, and allows:

* inclusion and participation in the person's community as desired by the person in a manner that enables the person to interact with nondisabled persons to the fullest extent possible and supports the person in developing and maintaining a role as a valued community member;
* opportunities for self-sufficiency as well as developing and maintaining social relationships and natural supports; and
* a balance between risk and opportunity, meaning the least restrictive supports or interventions necessary are provided in the most integrated settings in the most inclusive manner possible to support the person to engage in activities of the person's own choosing that may otherwise present a risk to the person's health, safety, or rights.

The following questions can be used by persons receiving services licensed under chapter 245D to help identify how they want services provided to them. It is recommended that the support team or extended support team discuss these questions together when completing service assessments, planning, and evaluation activities to help ensure the goals of person-centered planning and service delivery are met for each person served. It is encouraged to avoid the use of closed-ended questions and instead, reframe those to open-ended questions. This helps to frame the person’s reply into a person-centered narrative which cannot be answered with a simple “yes” or, “no.”

**Sample of Person-Centered Planning and Service Delivery Questions for Initial Planning:**

* In your own words, describe the goals you would like to reach while receiving services.
* Describe some activities or skills that you would like to learn.
* What are your preferences related to:

1. Time you wake up in the morning?
2. Time you go to bed?
3. What are your favorite and least favorite foods?
4. Whom you prefer to have direct support service provided from?

* Tell me about your medications. Who, if anyone, assists you with your medications?
* What are some of your interests?
* Tell me about your hobbies.
* What things do you like to do outside of your home?
* What events, festivities, or activities do you look forward to or enjoy?
* Describe the relationships in your life that hold the most importance to you.
* Tell me about any additional relationships you would like to strengthen or build?
* Tell me about your employment/volunteer status. Describe your ideal job.

**Sample of Person-Centered Planning and Service Delivery Questions for Program Evaluation and/or Progress Review:**

* Describe how you feel your relationships are supported by staff.
* What do you like about your home?
* Tell me about some things that could make your home more enjoyable for you.
* What things bother you about your home?
* Tell me more about the people you live with.
* Describe the level of safety you feel in your house.
* Describe anything that would make you feel safer in your house.
* Describe any rules in your house that seem unfair to you.
* Describe your access to private locations in your home. What changes would you make?
* Tell me about any goals you currently have at your home.
* Tell me about your employment goals.
* How would you best describe things at work that bother you?
* Describe any specific goals you have set at work.
* Describe how staff treat you. Tell me about specific times you’ve felt you were treated with dignity and respect.
* Describe how you feel that your privacy is respected.
* Describe how you feel that the decisions you make are respected.
* Describe opportunities you’ve had to be as independent as possible in areas that matter to you.

**You or your support team may think of other questions that are important to you. You should feel free to discuss these questions with your service provider.**