



## Proposed Standards for the KY Cabinet for Health and Family Services

### Purpose and Development

Over several months, representatives from the departments of the Kentucky Cabinet of Health and Family Services (CHFS) leveraged the technical assistance and support from the National Center for Advancing Person Centered Practices (NCAPPS) to develop a set of shared standards for person centered practices and planning that will support the cabinet’s vision of “a commonwealth where every Kentuckian reaches their full human potential, and all communities thrive.”

These standards are intended to support people who receive services from CHFS to be in control of those services. They can help to shape how the Cabinet offers and delivers services, as well as how CHFS meets its administrative obligations. The standards are generally written so that each department within the CHFS can apply the standards, as needed, within its programs. The standards were developed with input from department staff and stakeholders through an iterative process that lasted several months. Sub-standards have been developed to identify "how" the standard might be met or evaluated. Our goal is to move forward with adoption of the standards and development of implementation strategies to ensure that supports and services align with stakeholder expectations embedded in the standards.

For a comprehensive overview of the stakeholder development process and the resulting standards and sub-standards, click [here](#).

### Proposed Standards

#### The person and their family drive the service and supports.

Standard	Pillar
Individuals and families are listened to and have choice and control.	Equity
Supports and services are individualized (based on the person’s goals) and include a variety of integrated supports.	Resilient individuals and communities
The person defines their good life including being healthy, being safe, and how their needs can be met in all life domains. Their definition is clearly understood, documented, and drives their plan and services.	Health and well-being
The planning process is ongoing, and considers the whole person and their family, culture, life stage, and quality of life. The planning process includes: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Plan development</li> <li>• Accessing supports</li> <li>• Continuous monitoring</li> </ul>	Resilient individuals and communities; Operational excellence
The person and their family or supporters are meaningfully engaged in continuous quality improvement and provide feedback about their satisfaction with services. The person directs changes to their plan and supports.	Operational excellence
The person directs changes to their plan and supports.	Resilient individuals and communities





**A team of the person’s choosing is included and valued.**

Standards	Pillar
The person and all team members have confidence, skills, and resources to explore needs, plan, problem-solve, and find and connect to integrated supports to meet the person’s goals.	Resilient individuals and communities; Operational excellence
Input of all team members (chosen by the person) is considered and valued in all aspects of the planning process (including assessment, developing the plan, accessing supports, and continuous monitoring).	Equity

**People, families, and those who support them understand how and can access the supports and services they want/need.**

Standards	Pillar
The person and their family have information, materials, resources, and forms that are simple, user-friendly, and use plain, language that is shared across all departments so that they are easily understood and used.	Resilient individuals and communities; Operational excellence
Regulations and processes make it simple for people and families to access the supports and services that they need.	Operational excellence
The person and their family choose the mode of their application, assessment, plan, etc. (i.e.; paper, online, in person interview) based on their needs and cultural and language preferences.	Equity

**People and families receive support and guidance for problem-solving and accessing integrated supports.**

Standard	Pillar
Staff are responsive, positive, skillful, and able to provide information and support to the person and the family.	Operational excellence

**Next Steps and Proposed Use of the Standards**

The standards provide common understanding and language about person-centeredness that facilitates increased collaboration across the cabinet.

Our goal is to move forward with programmatic adoption of the standards and development of related implementation strategies for ensuring that the supports and services provided align with the expectations described in the standards above.

We would like to ask various cabinet department leadership to complete a short self-reflection exercise to determine their strengths and opportunities for enhancing their programs and then to participate in a meeting, where technical assistance and support for the development of the implementation plans will be provided.

