TIERED SUPPORTS: WHAT’S THE BIG DEAL?
2019 SUMMIT

Missouri Department of MENTAL HEALTH
MENTIMETER

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QUESTION

• What area of the state do you primarily work in?
QUESTION

• What is your primary role?
QUESTION

• Is your organization active in Tiered Supports?
QUESTION

Why are you here today?
WHY ARE YOU HERE TODAY?

• You recognize the need for improvement
• You are open to new practices for your agency
• You are eager to learn how to provide effective and efficient services
• You’re ready to learn more about Tiered Supports
QUESTION

Describe your understanding of Tools of Choice (ToC) in one word
WHAT IS TOOLS OF CHOICE?

A strategy that addresses universal variables
PBS curriculum focused on:
  teaching, promoting, and encouraging desirable behaviors

• Based on Applied Behavior Analysis
• Compatible with all Missouri Quality Outcomes
• Simple and easy for everyone to learn and implement
• A recommended COMPONENT of Tiered Supports; but only part of the systematic approach
QUESTION

What is Tiered Supports?
WHAT IS TIERED SUPPORTS?

A **process** to...

- Build or enhance **systems**
- Collect and review **data** for decision making
- Implement **practices**
What is Tiered Supports?

Universal Strategies
Impact Quality Of Life variables

• Person Centered Planning
• Providing a Meaningful Day
• Offering Choices
• Positive Behavior Support
What is Tiered Supports?

Specialized Strategies
Impact common variables

• Teaching peer problem solving skills
• Teaching Social Skills
• Providing Visual Schedules
• Offering substance abuse groups
What is Tiered Supports?

Intensive Strategies
Impact unique variables

- Regional Behavior Support Review Committee
- Teaching functional communication
- Trauma therapy
- Sex safety counseling
QUESTION

Why would you have someone from outside help your agency with tiered strategies?
ROLE OF TIERED SUPPORTS CONSULTANTS

Consult with agencies to build and implement tiered supports...On a universal systems level.
CURRENT TIERED SUPPORTS STRUCTURE

Agency Team
- Leadership
- Communications
- Trainer
- Coach
- Systems

Tiered Supports Consultant
- TOOLS & Workshops (development of systems)

Tier One: Universal Supports
CURRENT TIERED SUPPORTS PROCESS

Initiate
• Overview of process and benefits

Inform
• ASSET process and purpose
• Agency Tiered Supports Implementation Team (A Team)

Evaluate
• Complete Asset with A-Team assistance
• Review Results

Action Plan
• Decide on areas of focus and steps for improvement and measurement of progress

Review
• Coach – Set regular review times for data with A-Team effects of interventions

Reinforce
• With A-Team design reinforcement for staff
• With steering committee Agency team successes
• Regional recognition of teams
WHAT IS IMPLEMENTATION?

• Merriam-Webster says:
  “an act or instance of implementing (carrying out or accomplishing) something : the process of making something active or effective”
QUESTION

In regard to implementation, what do you think is most effective:
Why Tiered Supports?

Implementation Science Has Excellent Evidence For What Does Not Work.

NONE of the old ways for system change work ALONE
Why Tiered Supports?

• Staff learn the skills necessary to be successful

• Staff are valued and appreciated

• Goal to improve quality of life

• Builds a sustainable system that will positively impact the lives of individuals being supported and the employees supporting them
BENEFITS OF TIERED SUPPORTS:

- Free assistance with data collection and analysis
- Free comparative data
- Free Tools of Choice Training
- Incentives
- Improved quality of life for supported individuals and staff
- Decreased need for higher level behavior services
- Decreased staff turnover
- Better trained staff
- Happier employees who feel valued and appreciated
- Improved individual outcomes
- Improved agency outcomes
HOW DO WE KNOW IT’S WORKING?

Statewide Percent Reduction of Behavioral EMTs (per 100)
FY17 & FY18 Comparison

- Non-Tiered: 2%
- Low-Tiered: 62%
- Moderate-Tiered: 18%
- High-Tiered: 71%
HOW DO WE KNOW IT’S WORKING?

Statewide Cost of Behavioral EMTs (per 100) From FY17-FY18

- HIGH-TIERED: $28,702 to $8,428
- MODERATE-TIERED: $25,150 to $20,554
- LOW-TIERED: $32,413 to $12,423
- NON-TIERED: $35,494 to $34,862

Cost to review and enter BEMT
QUESTION

• How does tiered supports mesh what you’re already doing as a DD provider?
Medicaid Waiver/CMS

New Employee training

Person Centered Planning

Positive Behavior Supports

Individual Support Plan

Federal and State Regulations (ex. HCBS)

Crisis Management Training
QUESTION

Why should you coach?
WHY COACH?
• Creates a supportive culture of learning
• Promotes self-reflection, self-correction, and seeking out feedback
• Within a supportive context, gives feedback to problem-solve challenging situations
• Fosters confidence to apply skills to situations as appropriate
QUESTION

• How often do you give or receive live feedback? (not counting written feedback)
SYMPTOMS OF NOT ENOUGH COACHING

• Frequent problem situations
• Staff or individual are dissatisfied/complaining a lot
• Inadequate training
• Frequent call-ins, staff turn-over
Coaching: Where to start?

What are you currently doing at your agency for coaching?

• Start with Creating an action plan for coaching
• Things to Think about:
  • Who will coach
  • How they will coach
  • How coaches will be trained
  • What data will be gathered?

Goals and objectives change monthly = ongoing process
NEXT UP....

Your vision!