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| ACTION PLAN  |
| Agency Tiered Supports |
| Initial date:  |  | Last updated:  |  |
| Quick AccessObjective 1: Establish Implementation Team & Regular Routines, i.e. organization planning meetings, data sharing, action step settingObjective 2: Establish, define, and teach Agency-wide expectations (life values)Objective 3: Establish and maintain a coaching system based on approved PBS (Positive Behavior Support) curriculumObjective 4: Collect “Are we doing it?” and “Is it working?” :: data collection & reviewObjective 5: Organizational Wide CommunicationObjective 6: Person Centered PracticesObjective 7: Organization InitiativesObjective 8: ASSET (Agency wide Systems Supports Evaluation Tool) – CONSULTATIVE TOOL (PSC ONLY) |
| Objective (manageable bucket/category) 1: Establish Implementation Team & Regular Routines, i.e. organization planning meetings, data sharing, action step setting |
| Action steps (detailed steps to get there) | Person(s) responsible | Due (*Real dates or TBD if not on radar)* | Status, date completed |
| A-Team/Implementation Team Meetings – identify regularly occurring meetings where organizational team members (from all levels) are represented  | Implementation Team |  |  |
| [Implementation Team Roles](https://dmh.mo.gov/media/pdf/tiered-supports-team-roles) – identify team members who will facilitate the roles outlined in hyperlink  | Implementation Team |  |  |
| Coaching/Training |  |  |  |
| Systems *(Suggestion: person who can gather all the information needed, or data collected, to supply the team in decision making)* |  |  |  |
| Leadership  |  |  |  |
| Communication  |  |  |  |
| Action Plan - implement the use of the action plan to provide direction and goals set by the implementation team  | Implementation Team |  |  |
| Meeting Minutes – identify role or person to provide the agenda (based on action plan items due/overdue) as well as take meeting minutes |  |  |  |
| Schedule Monthly meetings – identify monthly meetings where the implementation team can come together to meet & discuss action plan goals | Implementation Team |  |  |
| Send reminders for monthly meetings (i.e. calendar reminders, virtual invites, etc.)  |  |  |  |
| Monthly Data Share – upload monthly data to RedCap ([see Tier 1 Assessment Guide](https://dmh.mo.gov/media/pdf/tier-one-implementation-assessment-guide)) | Implementation Team  | Due 15th of month |  |
| Yearly Data Upload – upload policies & procedures in the yearly reporting section of RedCap  |  | 1 month |  |
| Monthly Data Review – gather data to report to the implementation team and make decisions  |  |  |  |

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| Objective 2: Establish, define, and teach Agency-wide expectations ([task analysis](https://moteam.state.mo.us/dmh/DD/TieredSupportsTeam/_layouts/15/WopiFrame.aspx?sourcedoc=%7bA5E1CBA8-8A9C-4E60-B070-891233FEE9CA%7d&file=Task%20Analysis%20Values%20FR.docx&action=default)) |
| Action steps | Person(s) responsible | Due | Status |
| Assess – implementation team will evaluate current communication system via the [Values Assessment](https://dmh.mo.gov/media/70726/download) form and provide findings to the organizational implementation team  |  |  |  |
| Identify – [Agency Values](https://dmh.mo.gov/media/pdf/what-are-agency-values) (identify 10 values then get input from all staff & individuals – narrow down to 4-5)([values list](https://personalvalu.es/)) |  |  |  |
| Defined Behaviors - Identify behaviors, actions or events in which a person can demonstrate values chosen in ‘to do’ action verbs ([Value Matrix](https://dmh.mo.gov/media/pdf/tiered-support-matrix-example))  |  |  |  |
| Teaching – identify structural methods on how to train all staff in agency values (NEO trainings, quarterly refreshers)  |  |  |  |
| Coaching Values – have all supervisors conduct observations on values displayed during coaching visits (add to comp check, add to service review processes)  |  |  |  |
| Recognizing Values – develop a method for staff to recognize each other, staff to recognize individuals for displaying behaviors that tie back to organizational values |  |  |  |
| [Displaying Values](https://dmh.mo.gov/media/pdf/displaying-agency-values) – identify methods of putting values up in ways where staff and individuals can see the values (poster boards, interactive visuals, etc.)  |  |  |  |
| Maintenance - build a tracking system to recognize ongoing display of values (coaching data on values, recognition system) |  |  |  |
| Policy – is the process written out to define: what will occur, by when, by when, and how the system will be monitored |  |  |  |
| *notes* |

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| Objective 3: Establish and maintain a coaching system based on approved PBS (Positive Behavior Support) curriculum  |
| Action steps | Person(s) responsible | Due | Status |
| \*\*Universal Strategy / PBS Curriculum \*\* |  |
| Identify Implementation Team Members who want to go through PBS |  |  |  |
| Implementation Team Members earn competency  |  |  |  |
| Identify Supervisors (coaches) who want to go through PBS |  |  |  |
| Implementation Team Members earn competency  |  |  |  |
| Identify Coaching Coordinator (top coach) who wants to go through PBS |  |  |  |
| Implementation Team Members earn competency  |  |  |  |
| Identify [Future Agency Facilitator](https://dmh.mo.gov/media/pdf/tools-choice-facilitator-training-flyer) to go through Future Agency Facilitator process (optional\*) (see goal \_\_ for written action items) |  |  |  |
| Evaluate where we are – complete the [coaching assessment (document)](https://dmh.mo.gov/media/pdf/coaching-assessment)additional tool - [coaching assessment scoring guide](https://dmh.mo.gov/media/pdf/coaching-assessment-scoring-guide) |  |  |  |
| Develop a Plan – Complete the [Coaching Development Guide (document)](https://dmh.mo.gov/media/pdf/coaching-system-development-guide) |  |  |  |
| Complete Section 1 of Development Guide |  |  |  |
| Complete Section 2 of Development Guide  |  |  |  |
| Complete Section 3 of Development Guide  |  |  |  |
| Complete Section 4 of Development Guide |  |  |  |
| Complete Section 5 of Development Guide |  |  |  |
| Complete Section 6 of Development Guide |  |  |  |
| Policy Development - Develop coaching protocol for agency, consider using the [Coaching Policy Template](https://dmh.mo.gov/media/pdf/training-policy-and-procedure-template) to guide the organization |  |  |  |
| Develop systems to provide continuous verification of coaches skills within the agency (see competency checklist template) |  |  |  |
| Maintain of coaching system – develop a method of collecting data on: coaching observations, feedback, and trends (see data workbook for example) |  |  |  |
| Register Coaches to attend virtual [MTSS Coaching Workshops](https://dmh.mo.gov/media/pdf/ats-coaching-workshop-flyer) for additional training | Coaches, Coaching Coordinator |  |  |

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| Objective 4: Collect “Are we doing it?” and “Is it working?” :: data collection & review |
| Action steps | Person(s) responsible | Due | Status |
| Assess Current Data – evaluate current data being collected (medical, behavioral, QoL, etc) and what that data is being used for  |  |  |  |
| Implement evaluation methods – compile data into reports, visual models, or other methods based on resources of the agency to provide frequent opportunities to discuss data  |  |  |  |
| Collecting Coaching Data – identify methods of collecting coaching data (building forms, adapting forms, etc) *(see action steps in goal 3)* |  | Monthly |  |
| *Positive and Negative data (+/-)* |  |  |
| *Competency Data* |  |  |
| *Feedback Data* |  |  |
| Outline a process for compiling collected coaching data into developed tracking system *(see action steps in goal 3)*  |  |  |  |
| Evaluate and Discuss data – identify times when data can be shared and what outcomes will be done based on data trends  |  | Monthly |  |
| Data trends – add outcomes of trends to agenda’s to discuss, decisions made on data evaluation will be added to the action plan  | Implementation Team | Monthly |  |
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| *notes* |

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| Objective 5: Organizational Wide Communication |
| Action steps | Person(s) responsible | Due | Status |
| Assess – implementation team will evaluate current communication system via the Communication Assessment form and provide findings to the organizational implementation team  | Provider | Initial Step\* |  |
| Internal Communication System – identify communication methods that will reach all levels of the organization | Provider |  |  |
| External Communication System – identify method for informing stakeholders of organizational updates, data trends, and other organization specific announcements  |  |  |  |
| Policy Development - Develop protocol for agency which outlines the usage or the communication system for all staff  |  |  |  |
| Policy outlines methods for gathering content to include on internal / external communication (i.e. newsletter topics)  |  |  |  |
| Policy outlines methods of two-way communication between stakeholders and administration  |  |  |  |
| Policy outlines distribution process for communication system (i.e. newsletters will go out by when, in what method) |  |  |  |
| Policy outlines a topic Schedule – organization will identify what topics will go out, by when, and who in the organization is the content expert on that topic  |  |  |  |
| Data review – the implementation team will identify set times during the year to review relevant data on communication system  | Implementation Team | Quarterly |  |
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| *Notes* |

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| Objective 6: Person Centered Practices |
| Action steps | Person(s) responsible | Due | Status |
| Planning Team – Organization will develop processes to ensure individual is primary informant to their support planning team |  |  |  |
| Identify individuals values, preferences, and goals  |  |  |  |
| identify planning tool for all individuals in services, or develop one to be used for all individuals  |  |  |  |
| identify procedure around restrictive supports – when are they used, and methods on removing restrictive supports with evidence backed positive support responses  |  |  |  |
| Staff Matching – organization to develop processes around individual and staff matching |  |  |  |
| Create tools to best identify a supported individuals staffing preference (desires, interests, requirements) (i.e. a preference tool) |  |  |  |
| Include methods of compatibility matching during hiring process |  |  |  |
| Staff matching data ensures 80% of individuals have updated preference tools  |  | Yearly |  |
| Policy Development – organization to develop a policy around the planning team meetings & staff matching process |  |  |  |
| Policy outlines usage of all tools, expectations |  |  |  |
| *notes* |

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| Objective 7: Organization Initiatives  |
| Action steps | Person(s) responsible | Due | Status |
| Add any additional action steps the provider wants to accomplish  |  |  |  |
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| Objective 8: ASSET (Agency wide Systems Supports Evaluation Tool) – CONSULTATIVE TOOL (PSC ONLY) |
| Action steps | Person(s) responsible | Due | Status |
| Decide ASSET Homes, Staff Contacts, and Dates of On-site visits | Provider | Annually |  |
| Organization Data: Positive/Negative Data (six months worth)1. Competency Data (six months worth)
2. Daily Documentation
 | Provider |  |  |
| Admin interview: complete the administrative interview  |  |  |  |
| On-site observations: Schedule: On-Site Observations & share with PSC |  |  |  |
| Collateral information: ISPs, Employee Handbooks, other requested documents  |  |  |  |
| Data review: review collected information and put into report  |  |  |  |
| ASSET report: compile snapshots and highlights, as well as recommendations for action plan  |  |  |  |
| ASSET Presentation: PSC will present ASSET findings to provider team  |  |  |  |