

# Person-Centered Planning & Delivery

## Caregiver Learning Guide

**How to use this guide:** Read it alongside the lesson video, keep it as a quick reference on the job, and review it before taking the lesson quiz.

## What you'll learn

- Define person-centered service planning and delivery
- Describe the core principles: choice, dignity, inclusion, and individualization
- Use the support plan to deliver services the person's way
- Practice person-centered thinking in everyday care

## What person-centered means

Person-centered service planning and delivery (Minn. Stat. 245D.07) means services are built around each person's own goals, preferences, and choices — not staff or agency convenience. The person leads; you support.

### Core principles

- Choice and control — the person makes decisions about their life
- Dignity and respect in every interaction
- Community inclusion — real relationships and a full community life
- Individualized — supports fit this person, not a template

## The support plan

The support plan and addendum reflect the person's goals and desired outcomes, guide how you provide support, focus on outcomes that matter to the person, and are reviewed and updated as their life changes. Following the plan is how you deliver person-centered care.

## Person-centered thinking every day

- Listen more than you direct
- Offer genuine choices — clothing, food, activities, schedule
- Respect routines and preferences
- Support relationships with family, friends, and community
- Communicate in the way each person needs

## Legal references

Minn. Stat. 245D.07 (service planning & delivery; person-centered principles) · 245D.04 (rights) · 245D.09 (orientation).



© CareCertify · For training purposes. Summarizes Minnesota requirements as of 2026 and does not replace your employer's policies or the full text of the law.