

Finessing Person-Centered
Planning and Individualizing
Service Delivery – Strategies That
Move People from Programs Into
REAL LIFE!

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PRESENTED TO: MISSOURI APSE
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KFI...providing customized supports for
people to



- Live in their own homes
- **Work in regular community businesses**
- **Be members and contributors of their communities**

It has not always been this way ...

- 56 years old
- 20+ years building segregation
- 5 – 10 years transforming
- 25+ years sustaining

HOW WE BEGAN

- Took “day program dollars” and helped support people in jobs and to move into their own homes.
- Redefined a unit of service from a “day” to an “hour” to begin customizing people’s supports.
- Redefined what people’s “day” looked like.
- Designed staff schedules and duties around their preferences, skills, and interests.

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HOW WE SUSTAIN: STAFFING

- No staff silos. Staff teams of Direct Support Professionals for intermittent home supports, community supports (day program), and employment supports in an ever-changing pattern.
- Staff duties assigned around their interests, connections and talents.
- DSP’s certified as Job Coaches and Employment Specialists play a significant role with people who are employed.

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HOW WE SUSTAIN PERSONALIZED SERVICE DELIVERY: SUPPORTS TO PEOPLE

- Schedules designed around real life needs.
- Flexible, wraparound supports
- Service provided based on identified needs and desires, not time of day
- Shared supports based on real interests and activities, not ratios.
- Emphasis on Employment First!

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HOW WE SUSTAIN PERSONALIZED SERVICE DELIVERY: PLANNING FOR PEOPLE

- Whole person thinking and planning.
- Concentration on people's gifts, interests, and capacities, not deficits.
- The richest planning includes the person at the center of the process, friends, and allies not paid to be in their lives.
- The best planning is dynamic and thought-provoking.

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Thinking Differently

If a person had the right kind and amount of supports, would he/she need to go to a day program, work in a sheltered workshop, or live in a group home?

How do we build those supports?

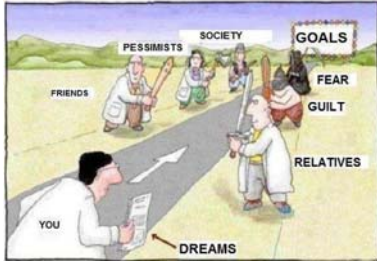
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Person-Centered Planning vs System-Centered Planning by Beth Mount

<https://www.youtube.com/watch?v=v77v7XW8GtE>

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Is this your experience of planning?



What is the best intention around Person-Centered Planning?

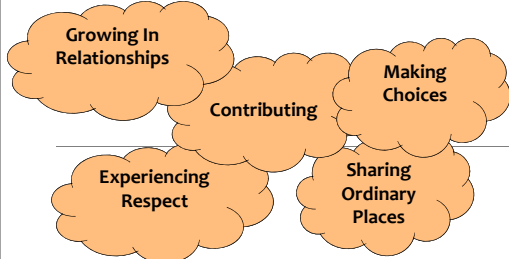
Individualized thinking and planning that:

- Creates individual person-centered *schedules and routines*
- Allows individuals to choose their own activities and to control their own schedules
- Provides for support options that make the most integrated settings available
- Starts with a *presumption* that the most integrated option is a natural, community setting
- Offers people the optimum in personalized and customized supports rather than options that involve relatively small numbers of staff supporting relatively large number of individuals with disabilities

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Changing How We Plan

WE CENTER OUR PLANNING ON
JOHN O'BRIEN'S "FIVE VALUED EXPERIENCES"



PLANNING STRATEGIES: Discovery and Personal Asset Inventory

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Growing in Relationships

Question: How can we expand and deepen someone's relationships?

Look at the person's asset list. What makes them happy? What talents and interests do they possess? Who do we know that could be invited to share their time, interests, and talents with this person?

Dorothy loves birds. She has bird feeders at her house. She subscribes to a bird magazine. Who else in her community might enjoy spending time with Dorothy around her interest in birds?

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Explore Opportunities for Relationships

Relationships and community membership increase with opportunities to meet and interact with community members not involved in disability services around an area of interest.

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Levels of Interaction with Typical Community Members

- No or very little contact with non-disabled peers
- Passive contact
- Incidental interaction
- **Cooperative interactions**
- **Extended relationships**

When using this guide in planning with people, the idea is to discuss ways to move "passive and incidental interactions" to "cooperative interactions".

Making Choices

Question: How can we increase someone's choice and control in their life?

What kind of choices does the person make now? What could be added to give the person more control over his/her life understanding that many people have very little control over the most basic aspects of their day: What time to get up? What to eat? What to wear? What to do during the daytime? Where to worship – or IF one worships...the list goes on.

"It is our choices, Harry, that show what we truly are, far more than our abilities."

Harry Potter and the Chamber of Secrets by J.K. Rowling



Lenny was an ardent Red Sox fan...until he became friends with Jim and John!

Contributing

Question: How can someone increase their contribution to community life?

Consult the person's asset list. What are the person's skills and personal qualities, interests, and preferences? How could they be turned into paid employment? How could the person meaningfully fill out their day in service to someone or something?

- Corey and the snowmobile club
- Christina and the Audubon Society
- Kathy and her "Muffin Ministry"
- Faye and her heritage



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Meaningful Contributions and Connections through Neighborhoods and Workplaces

Lesson:

- People don't need fixing...systems and services need changing.



Strategy:

- Changing *where* people live, *who* people live with, and *what* people do with their life, is a powerful way of changing *how* others view them.



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Experiencing Respect

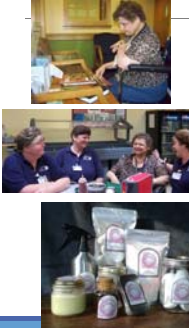
Question: How can someone experience respect by maintaining and increasing their socially valued roles?

Once again, consult the person's asset list. How can we turn an interest or a skill into a socially valued role?

- Jenny the gardener
- Melissa the baker
- Lenny the public speaker/trainer
- Robert the Knight of Columbus

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Shirley – Volunteer & Entrepreneur

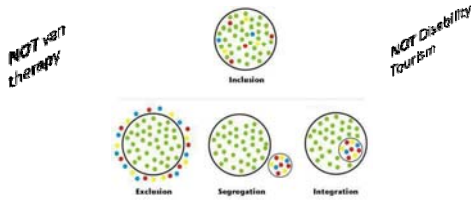


- Community-based day supports (19 hrs/wk) includes support with photography, scrapbooking, hospital volunteer
- Work Supports (2 hrs/wk)
- Customized Job Development – DD Council Grant & VR to establish an entrepreneurial venture “Simple Solutions” – organic cleaning and beauty products

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Sharing Ordinary Places

Question: How can we increase a person's presence in community life?



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See the Person as Their Interests and Gifts

Measures of quality include the amount of time spent in the same community setting, frequency of contact with a particular group or individual, and the extent to which an individual is engaging in activities with a shared purpose or interest, such as volunteer groups or hobby clubs.



Charles – a “regular” at the coffee shop

Guided Community Exploration
 (“Who will you meet there?”)
 Versus...

- Outings 
- “Disability Tourism” 

Build Social Capital



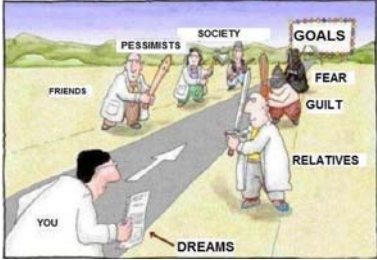
- Doing something in the community that has nothing to do with work may have everything to do with work . “I know Robert.”
- The power of networking while sharing ordinary places.

Robert hanging out with other volunteers at I Care Ministries

Robert’s Story - Special Education
 Perspective

▪ Acts out	▪ Does not appear to be in a position to make meaningful decisions
▪ Disruptive	▪ Great difficulty expressing himself
▪ Hostile	▪ Unable to problem solve
▪ Significantly limited “adjustive resources”	▪ Misinterprets conversations
▪ Difficulty making appropriate choices	▪ Behavioral problems
▪ Impulsive	▪ Clearly indicates a need for guardianship

Imagine your experience of this gauntlet with your asset inventory in hand? What changes?



Quote

“Our world is determined by the size of our world. It’s not so much the dimensions of that world, but the mental, emotional, spiritual, and physical opportunities we are exposed to.”

Glenn Van Ekeren, Speaker’s Sourcebook II, quoted by Leslie L. Wilson, M.S. in the article: *Why Are We Reinstitutionalizing People During the Day?*, TASH Newsletter, Volume 23, Issue 6/7, June/July 1997

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