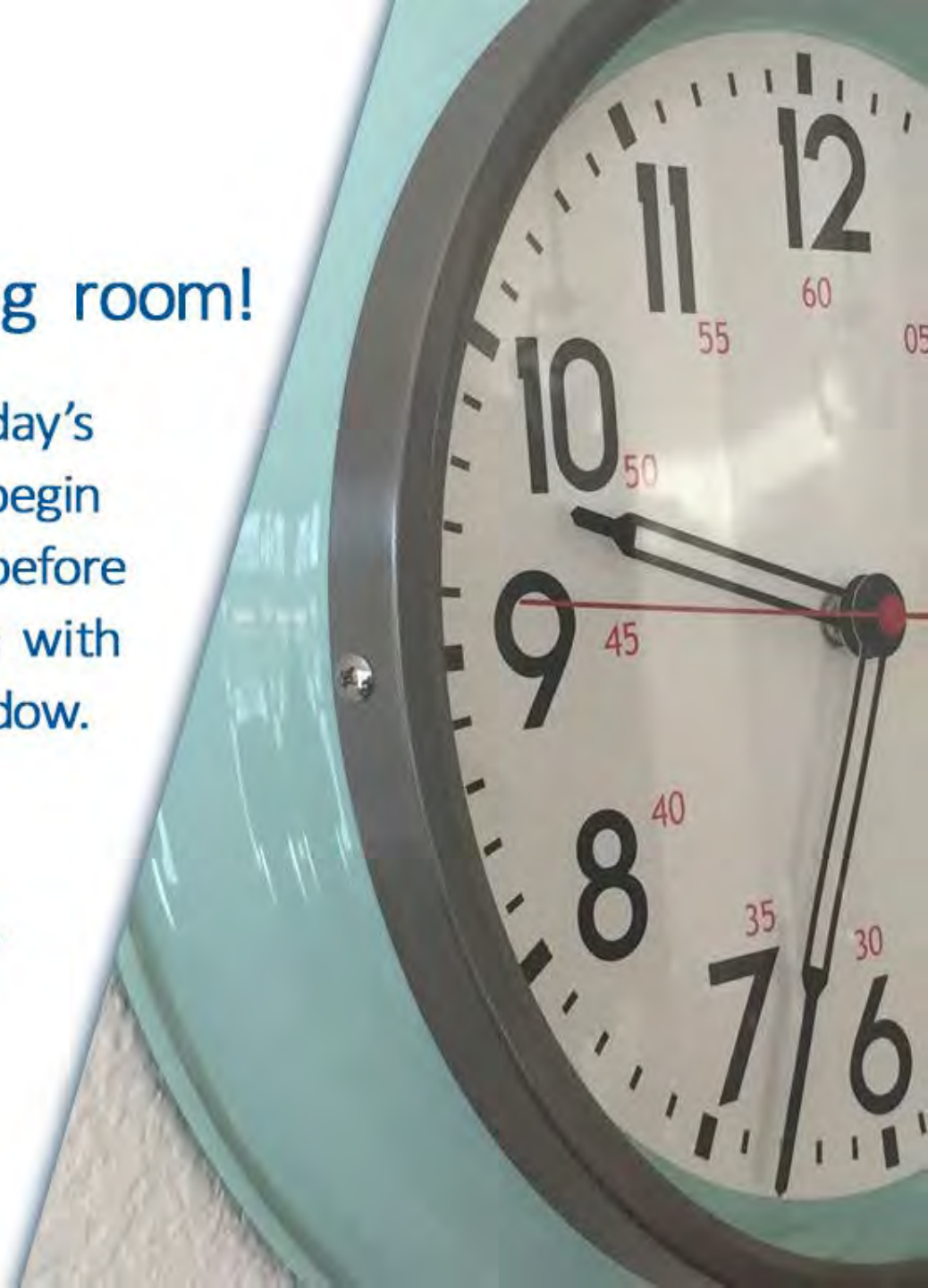


# Welcome to the waiting room!

Thank you for joining us for today's webinar presentation. We will begin shortly. If you need assistance before we start, you can communicate with us using the chat/question window.





# Nationally Certified Trainers/Interviewers Webinar

3<sup>rd</sup> Quarter 2018  
August 27, 2018

**Betsy Burns & Anne Buechner**  
**Guest Speaker: Cathy Yadamec**



# Today's Agenda

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- Social Roles, Cathy Yadamec & Betsy Burns
- Person Centered Thinking (not to be confused with Person Centered Planning), Anne Buechner
- Questions/Answers
- Plans for 4th Quarter 2018



# People Perform Different Social Roles

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- Performing social roles leads to being more likely to be treated as valued members of the larger community
- Social roles offer people an opportunity to contribute
- Roles are active, not passive: taking on responsibilities and actions associated with social role(s)
- Roles define expectations we have for ourselves and that others have of us



# People Perform Different Social Roles

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- People may need support to match their interests and skills with opportunities. More likely to be treated as valued members of the larger community
- Organizations ensure that a broad array of role options is available to people
- Organizations provide support to understand options through the EEEs
- Organizations support people to overcome obstacles with opportunities, information, technology and skill development



# People Perform Different Social Roles

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- Personal Outcome Measures Manual, page 66
- Decision Making Question for Personal Outcome
- 16.4: Is the person satisfied with the number of social roles they have?
- Continues to be a TYPE and FREQUENCY outcome

# Social Roles ... Is it or isn't it?

## Bill

Goes to church regularly

Arrives on time.

Sits in the same place.

Leaves immediately when service is over.

He is a church member.

## Helen

Goes to church on Sundays and Wednesdays

Belongs to the women's group

Volunteers at the Fellowship Hall for events,  
including meals after funeral services.

Coordinates prayer list, donations, and visitors  
for church members who are sick, have a new  
baby, or other important life events

The minister and other members of the church  
know her and rely on her.

## Tony

Goes to church on most Sundays.

After service, he stands outside of church to  
invite people to join others in the Fellowship  
Hall for donuts and coffee.

He always joins the other church members in  
the Fellowship Hall after service and the  
minister thanks him for "recruiting" new people  
to the gathering.

He will usually come to other activities at the  
church, that involve sharing food or a meal.

# Social Roles ... Is it or isn't it?

## 16 DECISION-MAKING

Based on the information gathered from meeting and talking with the person, follow-up meetings with others who know the person best, observations, and documentation checks, if needed, you will be able to answer the following questions about the presence of the outcome for the person and the presence of individualized organizational supports.

### PERSONAL OUTCOME QUESTIONS:

- 16.1. Does the person have a social role(s)?
- 16.2. Does the person fill a variety of social roles?
- 16.3. Is the person satisfied with the type of social roles they have?
- 16.4. Is the person satisfied with the number of social roles they have?



If the answers to #16.1, 16.2, 16.3, and 16.4 are Yes, the outcome is present.  
If the answers to #16.1 and 16.2 is No, is this the result of an informed personal choice?  
If due to informed personal choice, the outcome is present.

### INDIVIDUALIZED SUPPORT QUESTIONS:

- 16.A. Does the organization know what social roles the person currently fills?
- 16.B. Has the organization assessed the person's interests in assuming additional roles or expanding current roles and responsibilities?
- 16.C. Are supports provided to assist the person with performing chosen social roles if needed and requested?



Based on the answers to these questions, are individualized supports in place that facilitate this outcome?

- YES — Supports in Place
- NO — Developing Plans
- NO — Aware, but No Plans
- NO — Not in Place

### Additional Considerations

- The person must be acknowledged and recognized in the particular social role and supported to assume all aspects and responsibilities that typically accompany that role in order for the outcome to be present.
- A greater range of type and complexity of social roles is expected of people who have greater capabilities and supports to perform those roles.



# A quick poll

Choose all of the people who have a social role: (multiple choice)



- Bill
- Helen
- Tony

# Social Roles ... Is it or isn't it?

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He will usually come to other activities at the church, that involve sharing food or a meal.

# Strategies & Tools For Success





# Person Centered Thinking vs. Person Centered Planning

## What is the difference?

- Person Centered Planning – An EVENT or PROCESS used to capture information for a plan (ISP, Plan of Care, etc...)
- **Person Centered Thinking** – a CULTURE. An ongoing way of thinking and using skills and tools in providing supports and services on a daily basis.



# Person Centered Thinking Evolution Not a Revolution

Over the years there have been **significant changes** in attitudes regarding how to provide services and supports for people with disabilities..... Attitudes that reflect changes in the broader society.

A green rectangular sign with rounded corners and a white border, mounted on a metal post against a blue sky background. The sign features the words 'CHANGE' and 'AHEAD' in large, white, bold, sans-serif capital letters, stacked vertically. To the right of the text is a white arrow pointing upwards, which then curves to the right, indicating a change in direction.

**CHANGE  
AHEAD**



# Person Centered Thinking History

## Societal influences to change in attitudes...

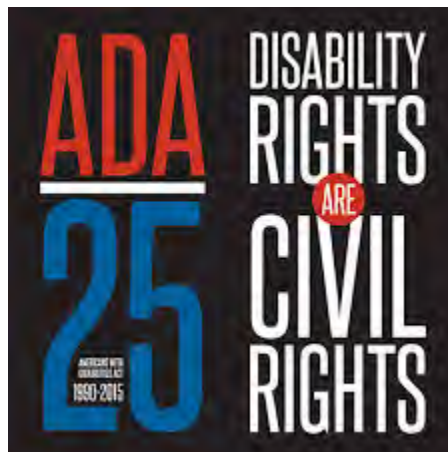
- Civil Rights Movement
- Feminist Movement and Women in Work Force
- Disability Rights and Self-Advocacy Movement
- Aging American Population



# Person Centered Thinking History

Passage of several critical pieces of legislation support change

- The Individuals With Disabilities Education Act
- The Rehabilitation Act
- The Americans with Disabilities act





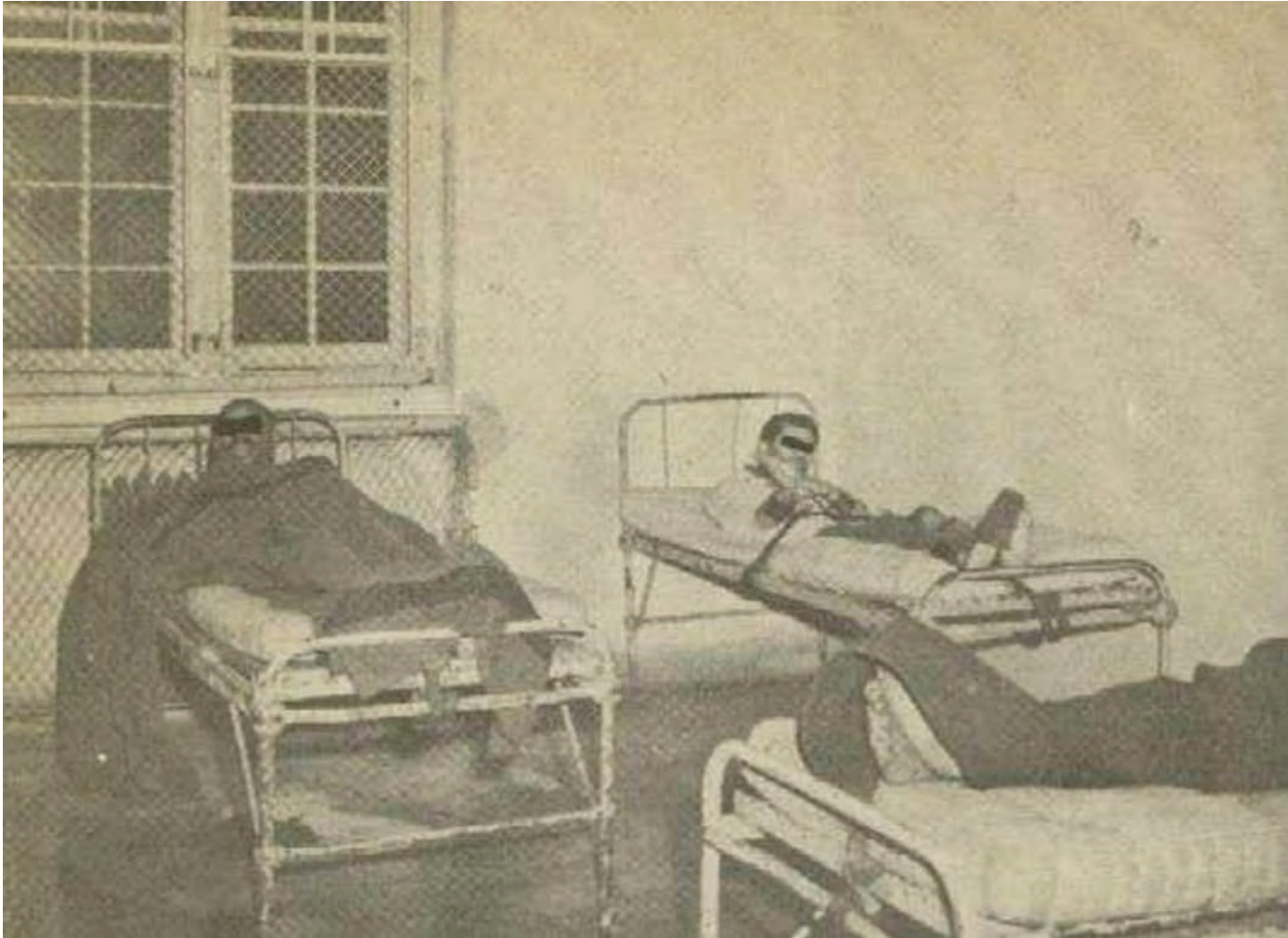
# Person Centered Thinking History





# Person Centered Thinking

## Civil Rights of Institutionalized Persons Act of 1980





# Person Centered Thinking History

- 1969 – The Origin and Nature of our Institutional Models  
Wolf Wolfensberger
- 1970 – Principle of normalization/social role valorization
- 1980 – MAPS – O’Brien and Forest  
PATH – Pearpoint, O’Brien and Forest
- 1990 – Essential Lifestyle Planning  
Michael Smull and Susan Harrison
- 2000 – Person Centered Reviews  
Helen Sanderson



# Person Centered Thinking Values

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- Learning about the whole person vs. defining needed services based on deficits
- Supporting People to develop positive visions for their lives
- Organizing around people to help make visions reality
- Empowering Supports that help people accomplish their personal goals
- Recognizes person's abilities and builds upon them



# Person Centered Thinking Values

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- Encourages innovation, risk taking and shaking-up status quo
- Strive to increase person's access to preferred environments and activities
- Right to be treated with respect and dignity
- Focus on and respect for the right of all persons to control their lives to the extent they desire

# Person Centered Thinking

## Person Centered Thinking Tools



The Learning Community  
for person centered practices



# Person Centered Thinking The Learning Community - Tool

- Michael Smull - Chairman of The Learning Community for person centered practices.
- Person Centered Thinking Tools

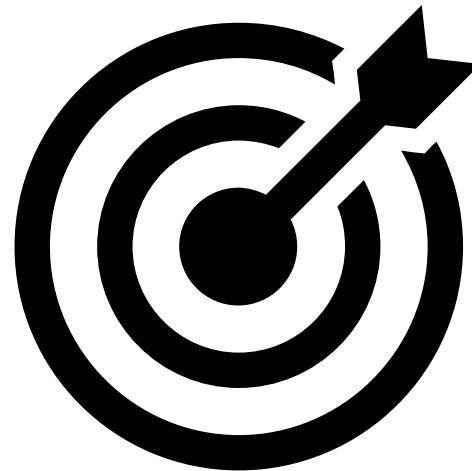




# Person Centered Thinking





## All Tools From Nationally-Renowned Sources

### Person Centered Thinking Tools




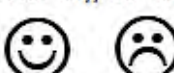

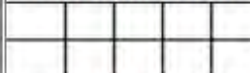


# Vision of a Preferred Life

## Person Centered Thinking Skills

Thinking about how to use everyday person centered skills			
Core Concept & Skill	WHAT IT DOES	POSSIBLE USES	If you had permission and support how would you use important to/for?
Sorting Important To/ Important For 	A way to <u>organize</u> the information we collected when using other skills. By sorting our learning into What's Important To and What's Important For we gain a deeper understanding of the person while working towards a good balance. Better informs our actions in partnership with the person and those who love them.	<ul style="list-style-type: none"> <li>Use with all the other tools-to add depth to our understanding of the person's preferred to/for balance</li> <li>To think through a situation before deciding what should happen next</li> </ul>	
SKILLS	WHAT IT DOES	POSSIBLE USES	If you had permission and support how would you use this skill?
The Donut Sort 	Identifies role-specific responsibilities. (Core responsibilities; use judgment and creativity; not usually a paid responsibility)	<ul style="list-style-type: none"> <li>Help people get clear about their responsibilities regarding specific situations</li> <li>Develop job/volunteer descriptions</li> <li>A structure for feedback and evaluation</li> </ul>	
4 + 1 Questions The Learning Log 	Helps people learn from their efforts and focus next steps.  Directs people to look for ongoing learning. A structure that captures learning details within specific activities and experiences	<ul style="list-style-type: none"> <li>To evaluate a specific process or effort</li> <li>As a structure for group review</li> <li>Replace the standard "progress note"</li> <li>Track efforts related to a specific area of change</li> <li>Support depth learning over time</li> </ul>	
Sorting What's Working/ What's Not Working Relationship Mapping 	Analyzes an issue/situation across multiple perspectives. Provide a picture of how things are right now.  Creates a picture of who is in the persons' life	<ul style="list-style-type: none"> <li>To get a broader perspective</li> <li>To do pinpoint problem solving</li> <li>Before planning next steps</li> <li>To record who is in a persons' life- their role and relationship</li> <li>Find characteristics of a good match</li> <li>To help the person and planners determine who to invite to help plan</li> </ul>	

# Vision of a Preferred Life

## Person Centered Thinking Skills

SKILLS	WHAT IT DOES	POSSIBLE USES	If you had permission and support how would you use this skill?
<b>Rituals Routines</b> 	Identifies the specifics of a particular time of day or event	<ul style="list-style-type: none"> <li>To learn what parts of rituals/ routines are important to the person to keep or change.</li> <li>To learn more about what is important to and for the person</li> <li>To learn more about daily supports the person appreciates</li> </ul>	
<b>Good Day/Bad Day</b> 	A way to identify the specifics of what makes up a good and bad day for a person.	<ul style="list-style-type: none"> <li>Use to learn What's Important To and How to Support</li> <li>Maximize good days, and minimize effect of bad days</li> </ul>	
<b>Two Minute Drill</b> 	Helps us learn critical information about how to best support the person (top tips)	<ul style="list-style-type: none"> <li>To learn what people think is most important to and for the person</li> <li>To discover information that the new supporters need to be successful</li> <li>To help people clarify how they balance important to/for when supporting a person</li> </ul>	
<b>Communication</b> 	At-a-glance view of key information about how a person communicates. Especially useful in supporting people who don't communicate well with words	<ul style="list-style-type: none"> <li>Help people to get to know a person more quickly</li> <li>Help people know how to support someone during challenging times</li> </ul>	
<b>Positive Reputation</b> 	A method to help us learn more about what is important to a person; how to support them while organizing a positive description	<ul style="list-style-type: none"> <li>Helps people acknowledge the persons positive characteristic</li> <li>Helps us get to what is important to the person and how to best support from negatives</li> </ul>	
<b>Matching</b> 	A structure to look at important "people characteristics" and the persons interests as well as what skills/supports make for good matches.	<ul style="list-style-type: none"> <li>Help people think about the kind of people they want and need supporting them</li> <li>Hire best matched staff</li> <li>Help person, family to identify possible circle members</li> </ul>	



# Person Centered Thinking Person Centered Thinking Tools

Sorting **Important To** and **Important For** Core Concept  
in Person Centered Thinking

All Person Centered Thinking tools are designed to:

- Learn more about Important To
- Find a better balance between “to” and “for”
- Discover how to implement what is learned



# Person Centered Thinking Important To...

What is important to a person includes those things in  
life which helps us to be ...

satisfied, content, comforted, fulfilled, and happy.

It includes:

- People to be with /relationships
- Things to do & places to go
- Rituals or routines
- Rhythm or pace of life
- Status & control
- Things to have



# Person Centered Thinking Important To...

- Includes what matters the most to the person – their own definition of quality of life.
- What is important to a person includes only what people “say”:
  - with their words
  - with their behavior



# Person Centered Thinking Important For...

## Issues of health:

- Prevention of illness
- Treatment of illness / medical conditions
- Promotion of wellness (e.g.: diet, exercise)

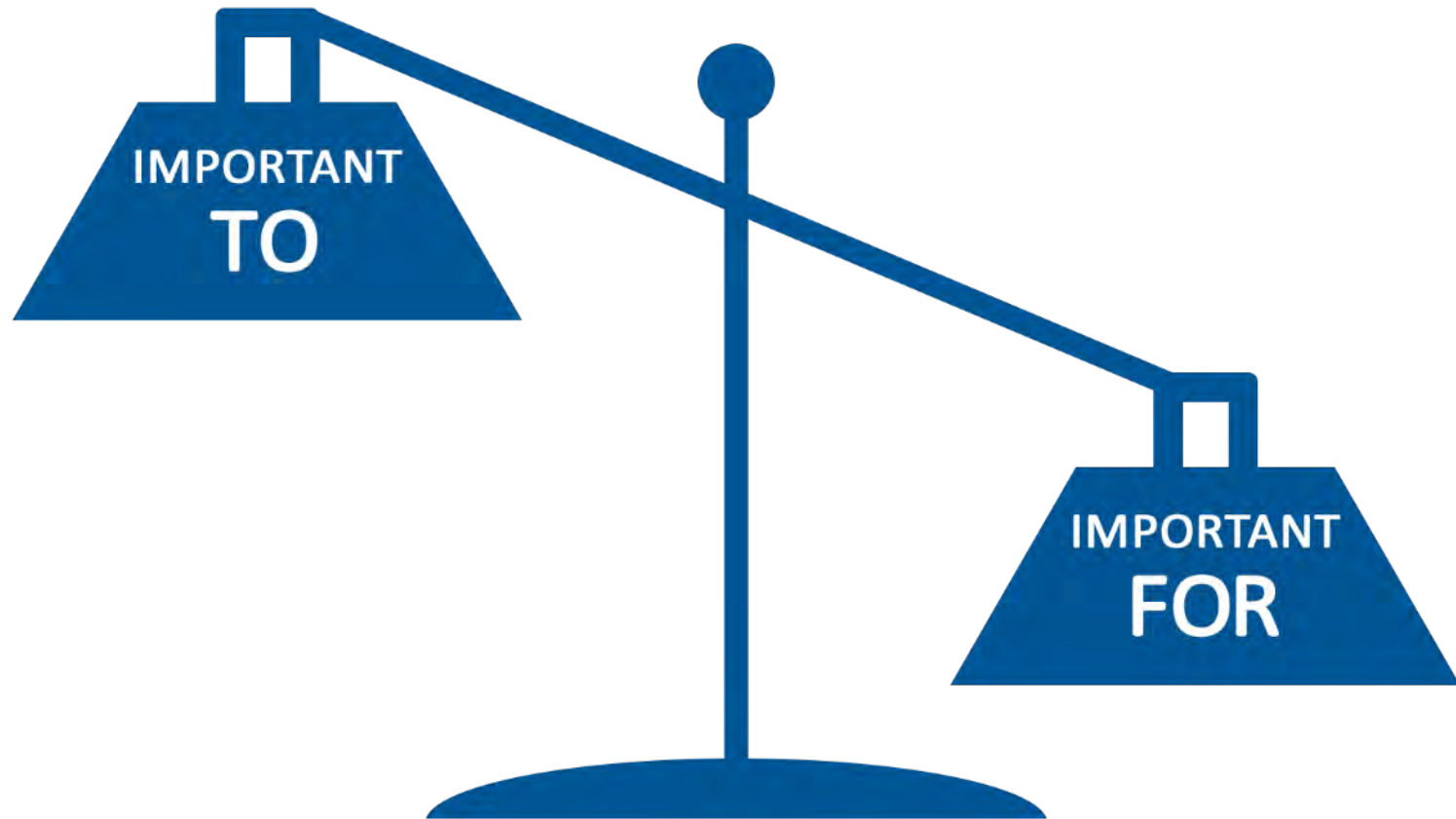
## Issues of safety:

- Environment
- Well being ---- physical and emotional
- Free from Fear

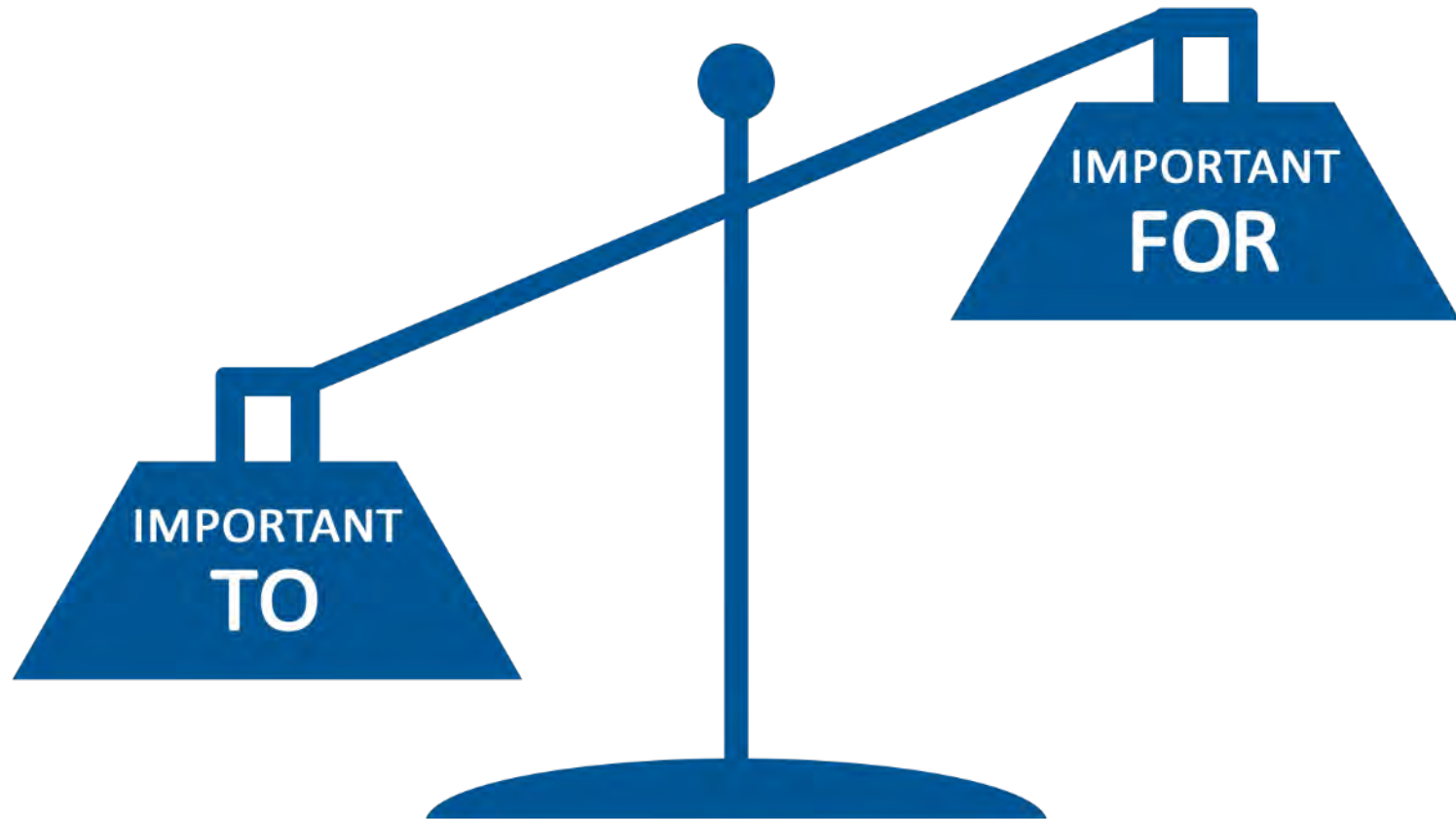
## What others see as necessary to help the person:

- Be valued
- Be a contributing member of their community

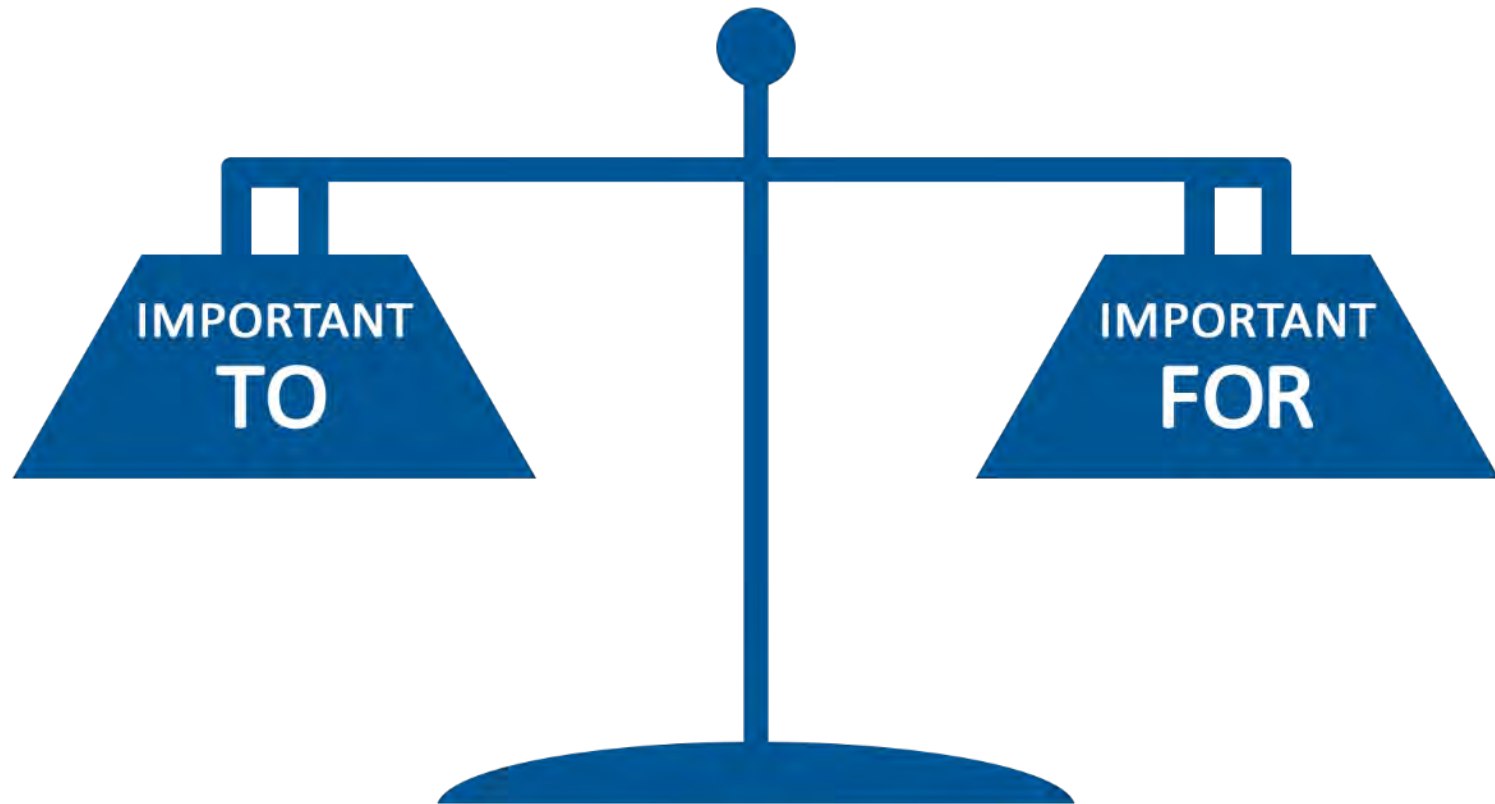
# Health and Safety Dictate Lifestyle



# All Choice No Responsibility



# Finding a Balance



# Learning About Support Fixing vs. Supporting

POWER **OVER**

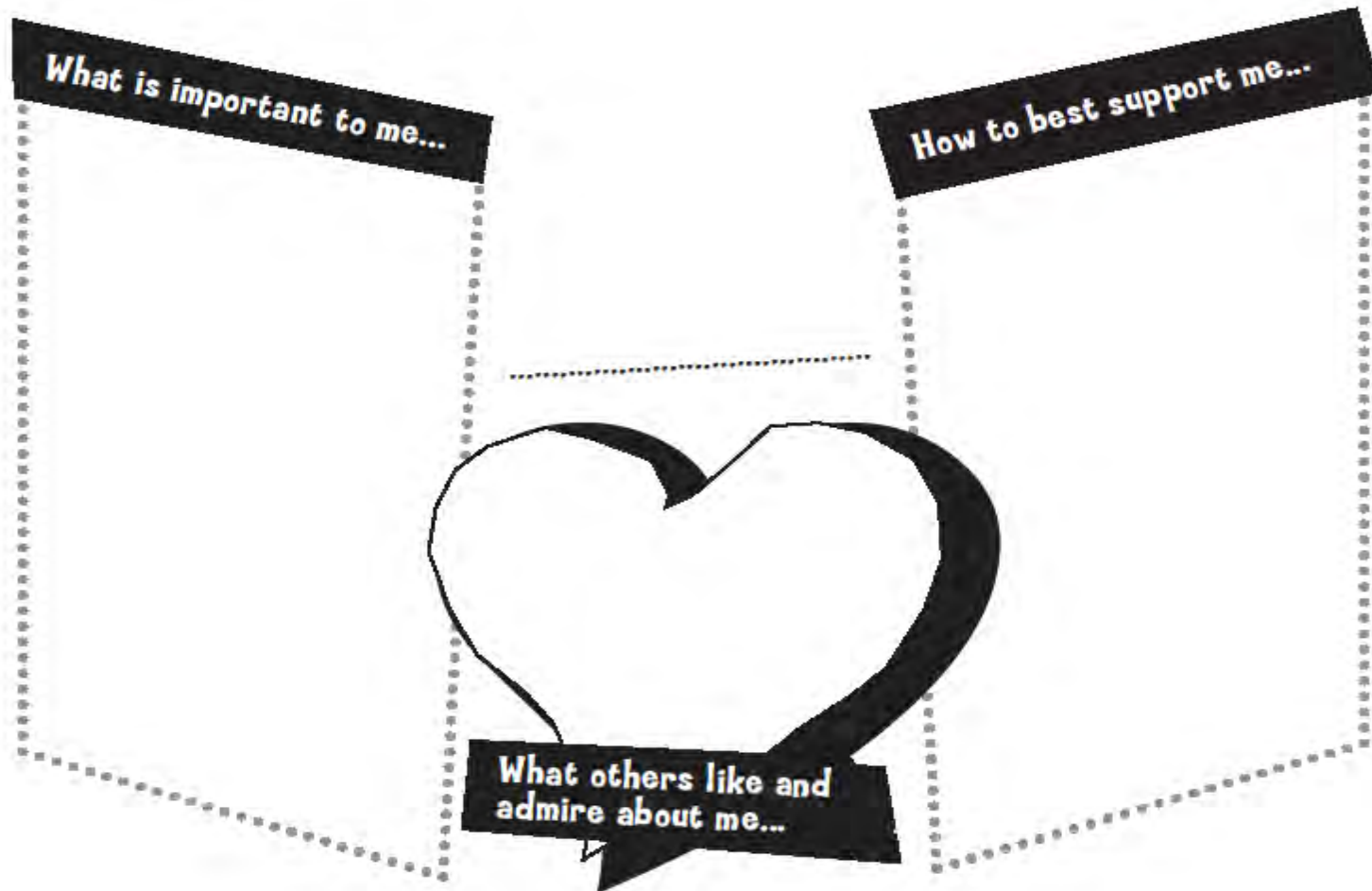


POWER **WITH**





# Person Centered Thinking One Page Profile Template





# Person Centered Thinking One Page Profile Template

- Captures positive information about a person on at a glance.
- 3 sections of one page profile at minimum:
  - Like and Admire
  - Important To
  - How to Best Support Me
- Useful for supporting people in specific situations such as during school, work, transition time, looking for employment, looking for support staff, etc...

# Person Centered Thinking One Page Profile Template

## **What is important to Barry**

I must be my own boss.

Staying as independent & doing for myself as much as I can.

That others value my opinions.

That I have freedom of speech and freedom of choice.

Staff that support me must be good people.

Rita, Andy, Zoe, Bob, Nick and Claire – these are the people who make my life worthwhile.

I must stay at home for life.

People must put my personality before my disability – I am still a whole person even though I sit in a chair 24 hours a day.

Watching Sky TV or DVDs.

Listening to my music.



*Barry*

## **What those who know Barry say they like and admire about him**

Good fun.

Always happy.

Very optimistic – a pleasure to be with.

So youthful.

## **How best to support Barry**

Laugh with me and be straight with me – that's all I ask.

# Person Centered Thinking One Page Profile Template

<p><b>What is important to Jenny</b></p> <p>Jenny loves all types of music, she will sing, dance, clap her hands and tap her feet to the music.</p> <p>To talk about her son-in-law Martin and be listened to well – sit with her,</p> <p>Touching and feeling things really matters to Jenny; she has her own basket with different fabrics in.</p> <p>Jenny enjoys tea and coffee in a mug; milk with one sugar.</p> <p>To eat her meals in the lounge; the dining room doesn't work for her.</p> <p>She has a great appetite and loves anything sweet especially puddings and Mars bars.</p> <p>Jenny enjoys a bubble bath; she doesn't mind which product as long as there are bubbles.</p> <p>Jenny must have a walk around the garden each day.</p> <p>To sit by the window.</p> <p>To get up between 9.00am and 9.30am – no earlier.</p> <p>To be called Jenny, not Jen or pet names. This would irritate her.</p> <p>To hold her piece of ribbon when getting ready each morning.</p>		<p><b>How best to support Jenny</b></p> <p>Know that Jenny will not respond to you if you do not include 'Jenny' in the sentence when speaking to her.</p> <p>When Jenny tells you that she 'hates you' it is because she is frightened, this sometimes happens when she hears loud noises. Reassure her and stroke her arm.</p> <p>When Jenny has her medication, stay with her as she chews her tablets. She needs encouragement to drink plenty of fluid with them – orange juice is her favourite.</p> <p>Jenny's drinks must be served in a mug.</p> <p>Know that Jenny holds a piece of ribbon when getting ready each morning and will run this through her fingers whilst staff assist her to get ready.</p> <p>When walking to the toilet with Jenny she sometimes backs away from the toilet door. She must never be forced, leave it and go back later.</p> <p>Jenny's bubble bath and toiletries are in her bedroom, these should be kept on the top of the wardrobe. Jenny has eaten and drunk these products and this causes her to have an allergic reaction.</p>
<p><i>Jenny</i></p>		
<p><b>What those who know Jenny say they like and admire about her</b></p> <p>Thoughtful</p> <p>Caring</p> <p>A real character</p> <p>Affectionate</p> <p>Loving</p>		



# Person Centered Thinking One Page Profile Template

## PERSONAL DESCRIPTION SHEET

What People Like about: **INSERT PERSON'S NAME** \_\_\_\_\_

- 
- 
- 
- 
- 

What's Important to: **INSERT PERSON'S NAME** \_\_\_\_\_

- 
- 
- 
- 
- 

Supports **PERSON** \_\_\_\_\_ Needs to Stay Happy, Healthy and Safe

- 
- 
- 
- 
- 

Characteristics of People who Support **PERSON** \_\_\_\_\_ Are:

- 
- 
- 
- 
-

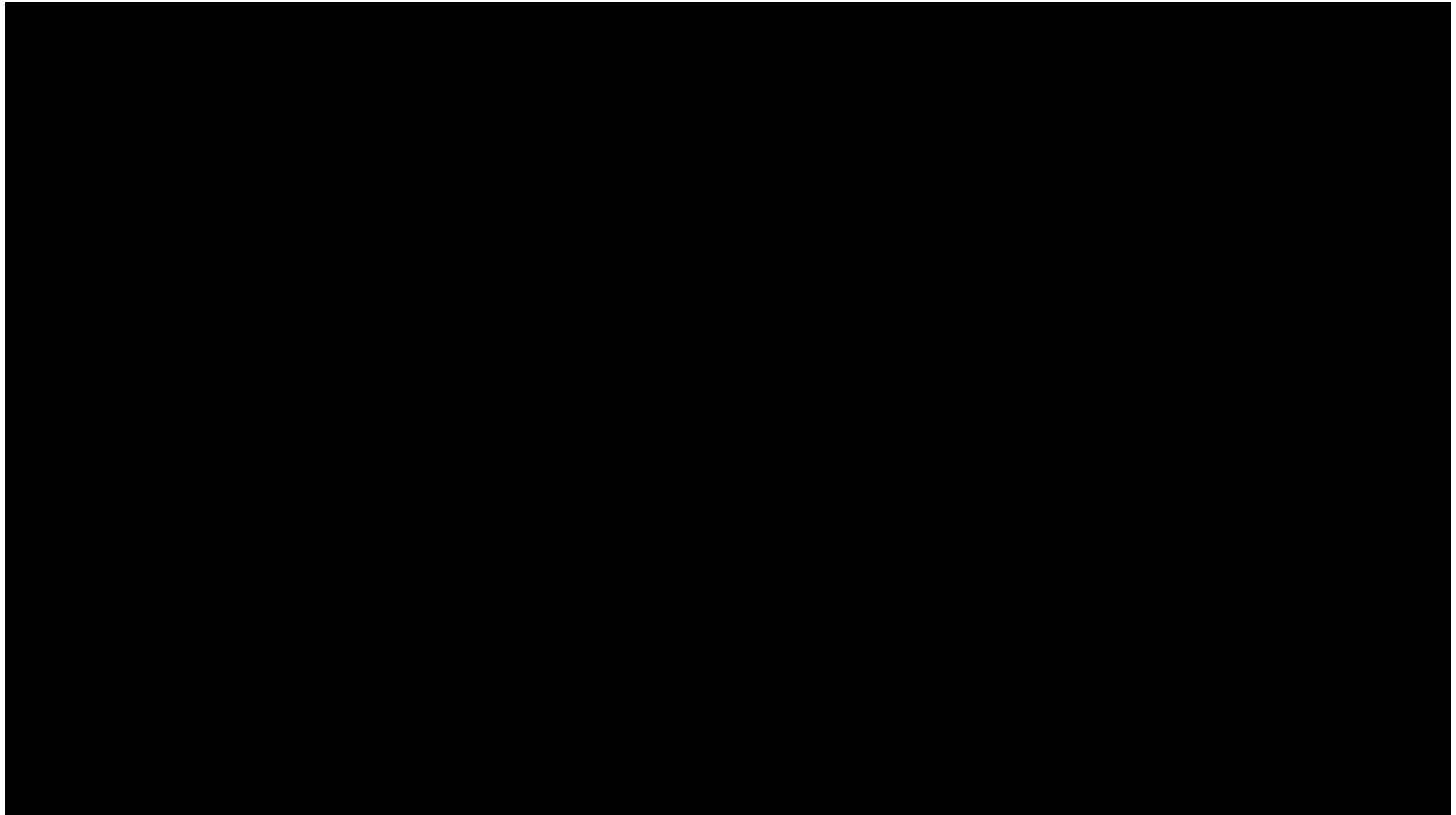
**People with disabilities and their families have the right to live, love, work, play and pursue their life aspirations just as others do in their community.**





# Person Centered vs. System Centered

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# Person Centered Thinking Resources

## Person Centered Thinking Tools

- [www.sdaus.com](http://www.sdaus.com)
- [www.learningcommunity.us](http://www.learningcommunity.us)
- [www.helensandersonassociates.co.uk](http://www.helensandersonassociates.co.uk)



# Person Centered Thinking Resources

## Person Centered Thinking Tools

### Personal Outcome Measures<sup>®</sup>

- [www.c-q-l.org](http://www.c-q-l.org)

### Supporting Families / Lifecourse Framework

- [www.supportstofamilies.org](http://www.supportstofamilies.org)

### CMS HCBS Rules

- <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Home-and-Community-Based-Services/Home-and-Community-Based-Services.html>

# Person Centered Thinking Resources

## Person Centered Thinking Tools

### CQL Person-Centered Plan Template

- [www.c-q-l.org/HCBS-ACT](http://www.c-q-l.org/HCBS-ACT)
- Click on 'Person-Centered Plan Template' on left-side navigation menu





# Person Centered Thinking Resources

## Person Centered Thinking Tools

### CQL Training Options - [www.c-q-l.org/Training](http://www.c-q-l.org/Training)

- Principles of Person-Centered Thinking
- Person-Centered Planning With Outcomes



- Questions & Answers
- Plans for Next Quarter's Call





**CQQL**<sup>SM</sup> | The Council on  
Quality and Leadership  
[www.c-q-l.org](http://www.c-q-l.org)

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