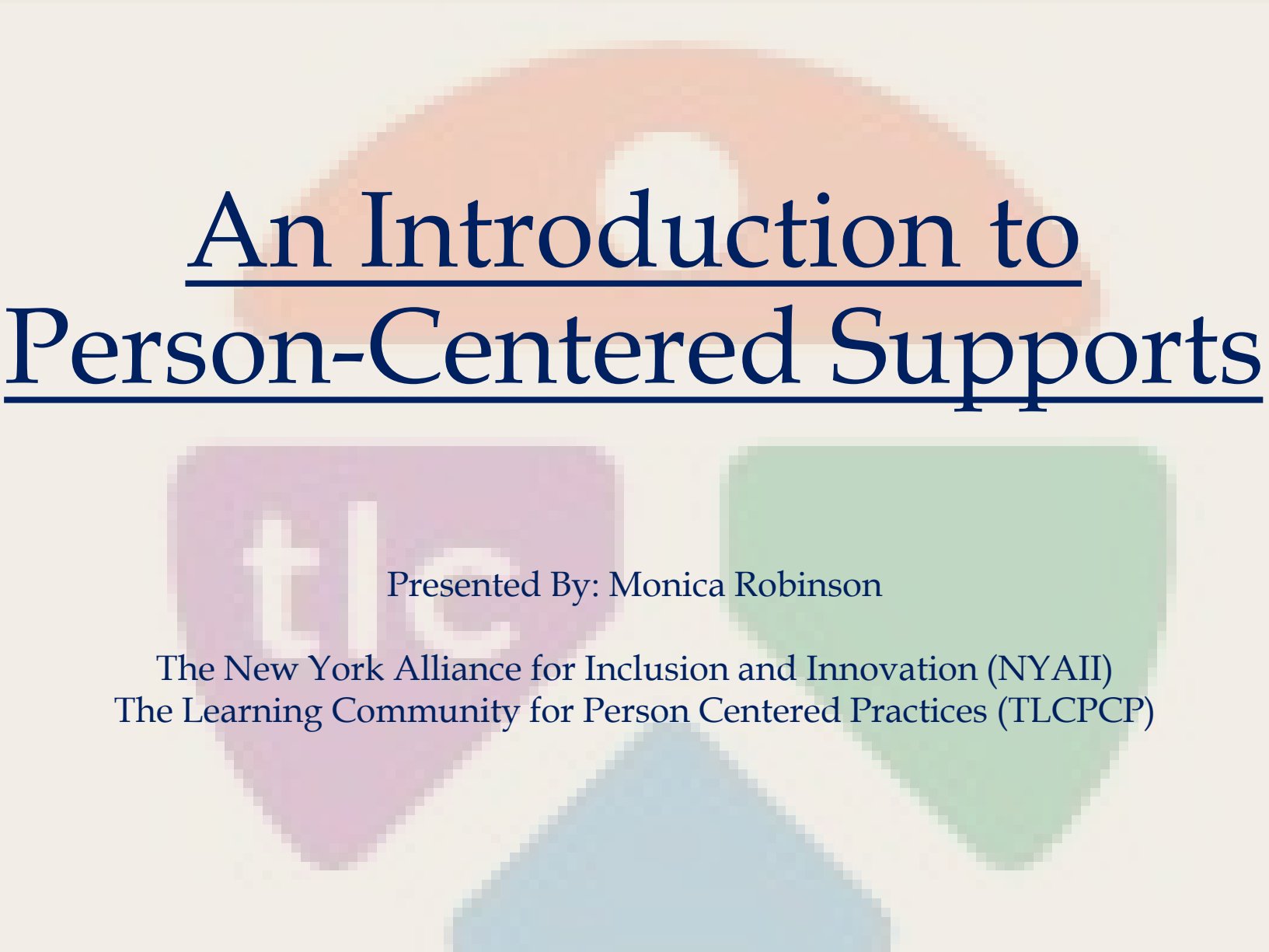




An Introduction to Person-Centered Supports

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The Learning Community for Person Centered Practices (TLCPCP)

Person Centered Thinking

- Underlies and guides respectful listening, which leads to respectful action
- Supports people in having positive control over their life that is desired and satisfying.
- Where people are:
 - Recognized and valued for our/their contributions (past, current, and potential) to our/their communities; and
 - Supported by a web of relationships, both natural and paid, within our/their communities

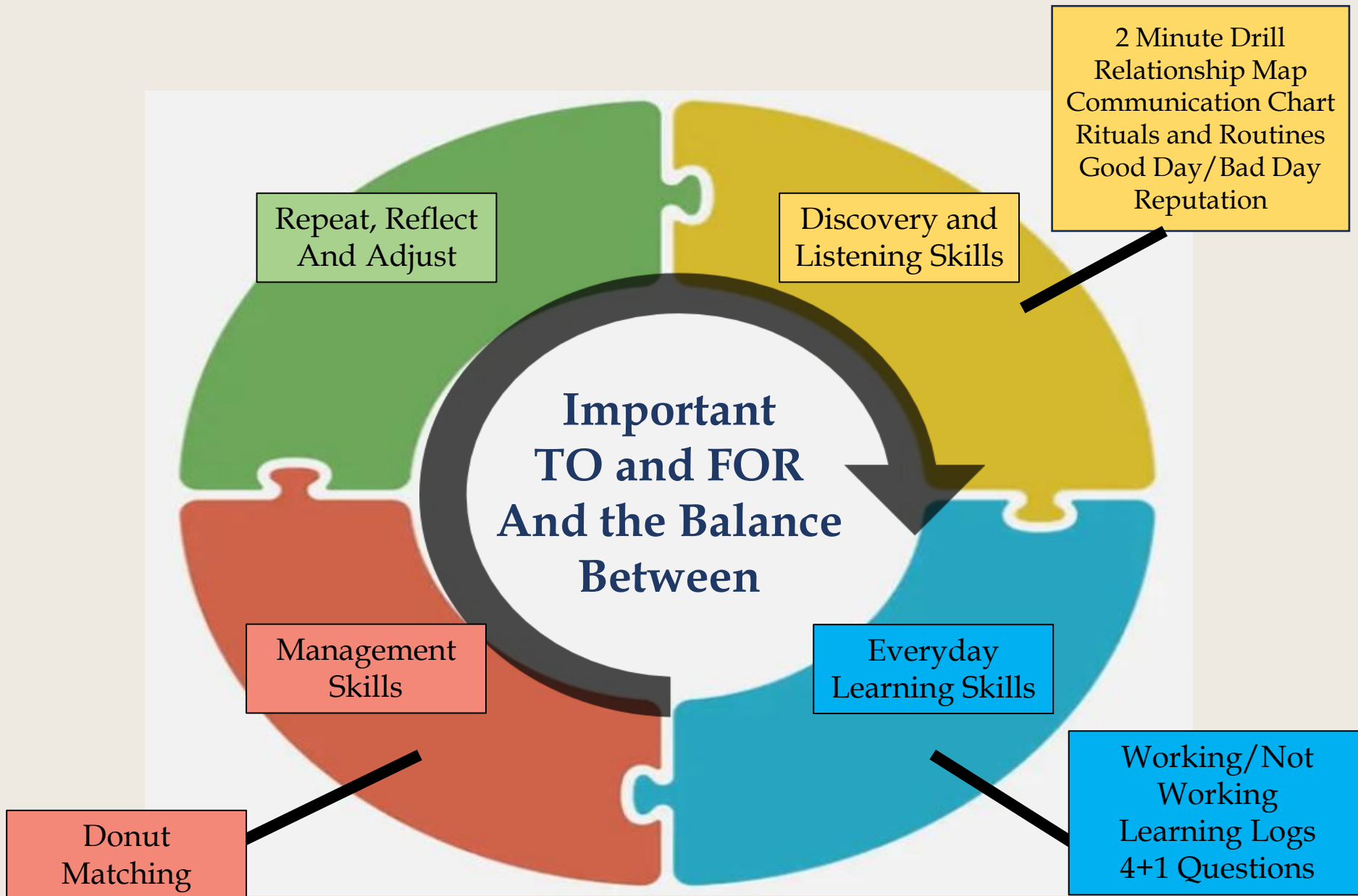
PCT Beyond Requirements

It's the right thing to do AND:

- It is the foundation for meeting the Centers for Medicare and Medicaid Services (CMS) requirements for residential settings and service planning.
- Person-centered service plans must be developed through a person-centered planning process.

The HCBS Services Final Rule Requirements

- The setting is integrated in and supports full access to the greater community;
- Is selected by the individual from among setting options;
- Ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint;
- Optimizing autonomy and independence in making life choices; and
- Facilitates choice regarding services and who provides them.



Culture in PCT:

Supporting ALL People

- Embraces diversity and supports inclusion
- Considers the whole person
- Not one size fits all
- There is no one right way
- We are all made up of our unique strengths, gifts, skills, culture, and identity



What is a Person's Culture



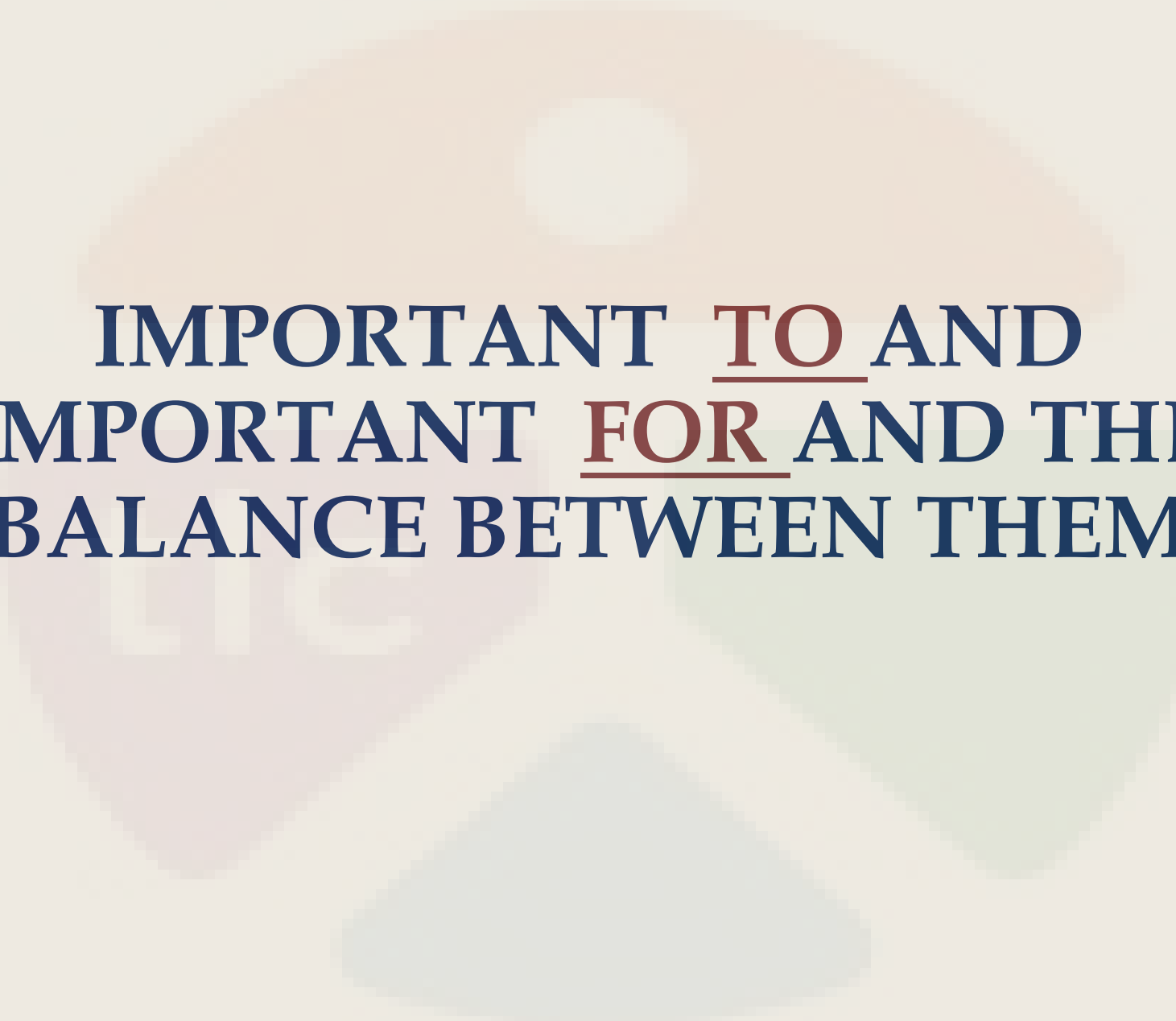
A Culture of One

- In Person Centered Practices we avoid making assumptions about people's preferences related to their culture.
- Every person has their own beliefs, values, and preferences.
- Each person has a culture of one.

Person-Centered Supports

Providing services and support tailored to each individual's strengths, needs, preferences, facilitating the opportunity to achieve the outcomes they desire.





IMPORTANT TO AND IMPORTANT FOR AND THE BALANCE BETWEEN THEM

Important TO

What is important TO a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy.

It includes:

- People to be with/relationships
- Culture & Identity
- Purpose and Meaning
- Status and control
- Things to do and Places to go
- Rituals or routines
- Rhythm or pace of life
- Things to have

Important TO a Person

- Includes what matters the most to a 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

When words and behavior are in conflict,
pay attention to the behavior and ask “why?”

Important FOR:



Health

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

Safety

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

Valued

- Be valued
- Be a contributing member of their communities

Important To and For are Connected

- Important TO and Important FOR influence each other.
- It's not Important TO VS Important FOR. Both are important.
- No one does anything that is “Important FOR” them (willingly) unless a piece of it is “Important TO” them.

Balance is dynamic (changing) and always involves tradeoffs:

- Among the things that are “Important TO”
- Between Important TO and FOR.

Health and Safety Dictate Lifestyle



All Choice and No Responsibility



Balance

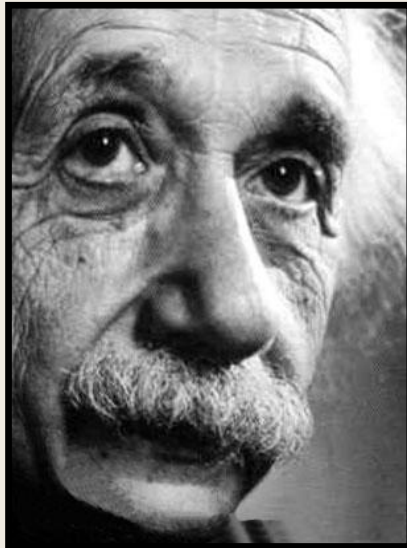
Important FOR

- Health & Safety
- Being Valued

Important TO

- People
- Purpose & Meaning
- Culture & Identity
- Status & Control
- Things To Do
- Routines
- Places To Go
- Thing To Have

Ask Yourself
“What do we know?”
Before asking
“What do we do?”

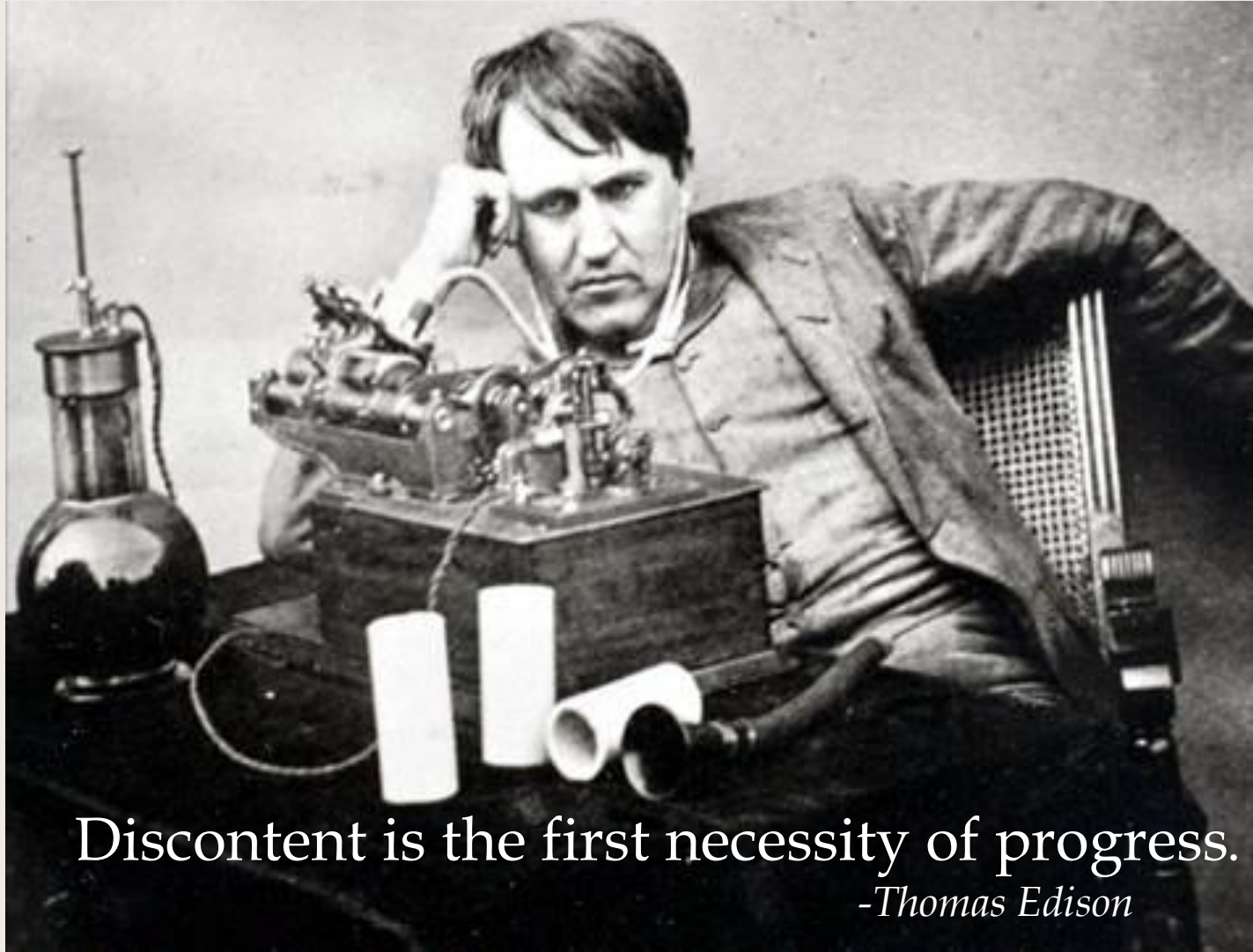


If I had an hour to save
the world, I'd spend 55
minutes defining the
problem.

~ Albert Einstein

Infographics





Optimistic Discontent

Requires hope based on trust that is created when there is:

- A history of acting on things that can be changed
- Honesty about those things that will take time to change
- Progress in acting on the things that take time

Where cynical discontent is dominant...

...trust must be created

Levels of Change

Level 1



Any changes that results in a positive difference in the lives of people who use services or in your own work life.

Level 2



Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people.

Level 3



Any change in practice, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives.



**What you see
and/or hear
depends on
what you are
looking and
listening for**

Questions you should be able to Answer for each Person you Support

1. What is Important TO the person?
2. What is Important FOR the person?
3. Is the connection between Important TO and FOR addressed?
4. Is there a “good” balance between Important TO and Important FOR?
5. What does the person want to learn, what do we need to learn?

If the person is to get the balance described and we are to learn:

6. What needs to stay the same (be maintained or enhanced)?
7. What needs to change?

Having a Conversation

Not an interview (or an interrogation)

Linear: 

Branching: 

Changing our Language: Changes the Power

“Staff” (powerful) & “Individual” (not powerful) =Power **OVER**
OR

“Person to person” (equity and respect) =Power **WITH**



Learning about Support: Common Traps

Power OVER

- Assuming the person needs help
- You know best, making choices for a person without asking
- Answering questions for a person with you
- Bribing to get someone to do what you want
- Using shame or fear to manage behavior “Why would you do such a thing? ”
- People talking about the person as if they aren’t in the room
- Punishes the person for making mistakes

Power WITH

- Redirecting questions to the person when others ask you or someone else
- Ask don’t assume a person needs help
- Positive comments, helpful statements, and praise for actions “Wow, that is great work”
- Listening and asking “please tell me more” or “I am listening take your time”
- Promoting chances for making choices and decisions
- Asking what made it a bad day – paraphrase back “It’s hard when people misunderstand us”

Instead of This:	Use this:
"Let" or "Allow"	Support or Assist
Toileting or Toileted	Supported person to use the restroom
Non-verbal	Doesn't use words to speak, uses a communication device
Transported, outing, had a behavior	Gave a ride, went out for fun, having a bad day
My guys, my program	Use the person's name
Handicapped parking	Accessible parking
Fluids	Something to drink, be specific (tea, water, soda, juice etc.)
Wheelchair bound, non ambulatory	Uses a wheelchair
Special needs, special assistance	Tailored assistance, support
Stranger danger, Go Potty	Do you need to go to the bathroom, Do you know them?
"suffers from" or "victim of" suggests poor quality of life or powerlessness	"has (a disability)" or "is [blind/deaf/deafblind]"
The term "help" portrays persons with disabilities as helpless and dependent.	"Support" and "assistance" are more empowering

Choice and Balance

As we think about choice, we must acknowledge:

- All choice can be irresponsible (happy and hurt)
- And dictating lifestyle is unacceptable (alive and miserable)

Good support means finding the balance:

- Finding the balance can create conflict
- We all have a right to make choices, even bad choices

Choice has Boundaries for Everyone

- Imposed by society
- My values
- Ripple effect
- Resource Driven
- Risk involved



Decision Making: Types and Processes

- Informed Decision Making
- Supported Decision Making
- Substitute Decision Making



Our Relationships

Who are the meaningful people
in our lives?



It Is About Better Lives
Not Just Better Paper...

Helping People Get Better Lives Requires:

- A good balance between Important TO and Important FOR
- Experience and the ability to make choices
- Supportive relationships
- Clarity of roles and expectations
- Capturing the learning
- Realize it's not about the form
- Respecting the values and culture of those we support



**KNOWING IS NOT ENOUGH
YOU MUST TAKE ACTION**

Resources

The Learning Community for Person Centered Practices

<https://tlcpcp.com>

PCP Resource Library

https://www.health.ny.gov/health_care/medicaid/redesign/person-centered_planning/index.htm

One-Page Descriptions

<https://onepageprofiles.wordpress.com/>

NYS OPWDD Person-Centered Planning Guidance

<https://opwdd.ny.gov/providers/person-centered-planning-and-community-inclusion>

HCBS Final Rule Transition

https://www.health.ny.gov/health_care/medicaid/redesign/home_community_based_settings.htm

nydohpcptraining.com/events



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