



Developing a Person Centered System

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Why don't we have a person centered system already?

- Person centered planning has been around for over 20 years
- Best practice examples, such as agencies that support people in lives of their own choosing in their communities, are present in every state
- *We know how to fund people rather than capacity*

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We have examples which demonstrate
people with disabilities can be:



- Both happy and safe
 - and
- Fulfilled and healthy

While

- Living in their communities
 - With lives they determine
 - At a cost the system can afford

So we need to ask -



- Why don't we have a person centered system?
- What does it require beyond person centered planning?
- How do we get there?
- What is in the way?



But we have been trapped

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Sequential Shared Delusional Disorder

- A shared belief that there is a single, simple answer to a complex problem which reality demonstrates is not sufficient, and then our belief is followed by -
- Moving to another single, simple answer which is also a partial answer followed by –
- Moving to another single, simple answer which is also a partial answer followed by -
- And so on

Some of the best thinkers have said



- We can't fix the system
- Positive change can only happen on the fringes of the system.

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We don't look at scale



- We happily invest in (and point to) best practice efforts that work very well for a few people

But

- We don't invest as heavily in the efforts that will work for many
- Or see how learning from small best practice efforts apply to the large efforts

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We work in silos



- There is little partnership between state, county, or agencies
- We seem to have a “tribal” culture where we only trusts those who are part of how we define “us” and not those who are “them”
- In some places, people actually see their job as requiring them not to trust others

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We have gone from a community movement to an industry



- We want to move from the “old” legacy services to person centered services
- Many of those who provide the “legacy services” have become large corporations that defend what they do and say that they are already person centered

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We seem to have forgotten...

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**IF YOU WANT TO CHANGE VALUES,
START WITH BEHAVIOR**
BURKE

SDA 2009

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Inspection to improve quality is too late, too ineffective, and too costly...

Quality cannot be inspected in...

Quality must be designed in

Deming

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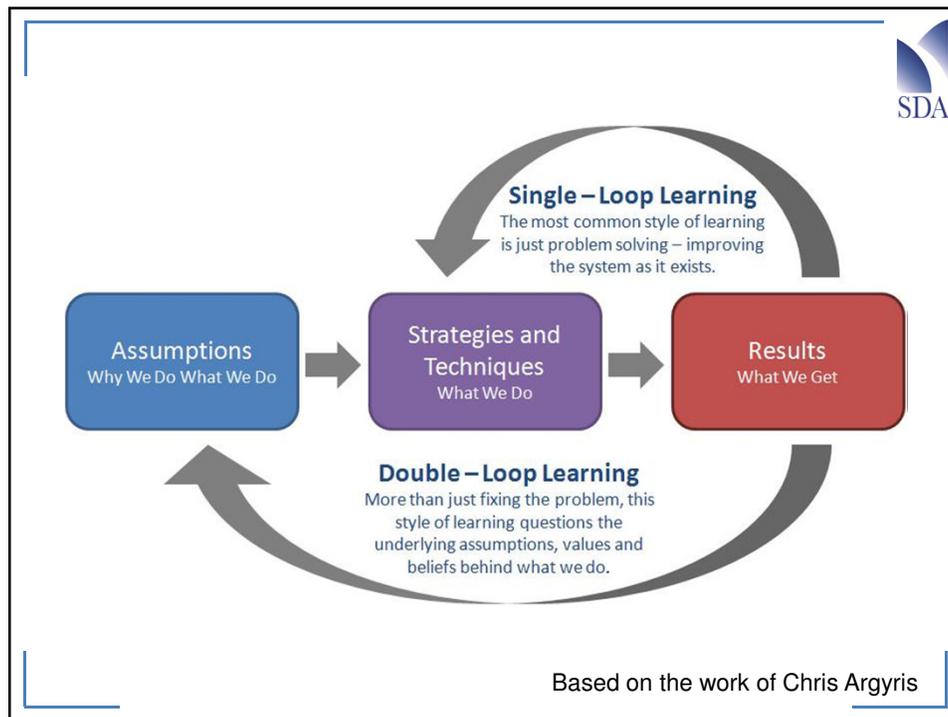


Changing a system

- Requires system thinking
 - How do the parts work together?
 - How do changes in policy or rules effect local practices?

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“I did then what I knew how to do.
Now that I know better, I do better.”
— Maya Angelou

If we want a person centered system we need -



- Vision, mission, & values
- Person centered practices
- Alignment
 - Policy, practice, and structure
- Internal advocates
- Scale
- Partnership

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Changes in the system begin with:



- Vision, mission, and values that are consistently used.
- Structures –policies and practices– that are aligned with the vision, mission, and values.

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A version of Our Vision People with Disabilities...



- Have positive control over the lives they have chosen for themselves.
- Are recognized and valued for their contributions (current and potential) to their communities.
- Are supported in a web of relationships, both natural and paid, within their communities.

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A Mission That Goes With the Vision



- The DD service system provides effective and efficient services that move the people we support toward our vision while making the best use of public and private resources.

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Values



How You Judge Everyday Behavior

- Everyone can have the life our vision describes.
- The people who use services and their families are the experts.
- We continuously seek to have the best outcomes for the people we support using the fewest public resources.
- We work collaboratively with all stakeholders in a culture of learning and accountability.

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The power of alignment



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How the Structure Might Shift

<p style="text-align: center;">Move Away From: Identify And Fix What's Wrong</p> <ul style="list-style-type: none"> • System is the expert. • People with disabilities are dependent on the system. 	<p style="text-align: center;">Move Towards: Build On Existing and Future Capabilities</p> <ul style="list-style-type: none"> • The person, their family and loved ones are the experts. • Enhance/promote/endorse the capacity of the family and the community to support people with disabilities and to build connections.
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An Example: How Assessment Might Change

<p style="text-align: center;">Move away from</p> <ul style="list-style-type: none"> • System must be informed of and involved in all aspects of the person's life. • Comprehensive list of needs identified. • System takes responsibility for meeting all needs. 	<p style="text-align: center;">Move toward</p> <ul style="list-style-type: none"> • System only goes where it is invited, does not "barge in" to all aspects of the person's life. • Customized list of areas of desired support are identified. • Families, friends and natural associations are first source of meeting needs.
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Person Centered Practices 

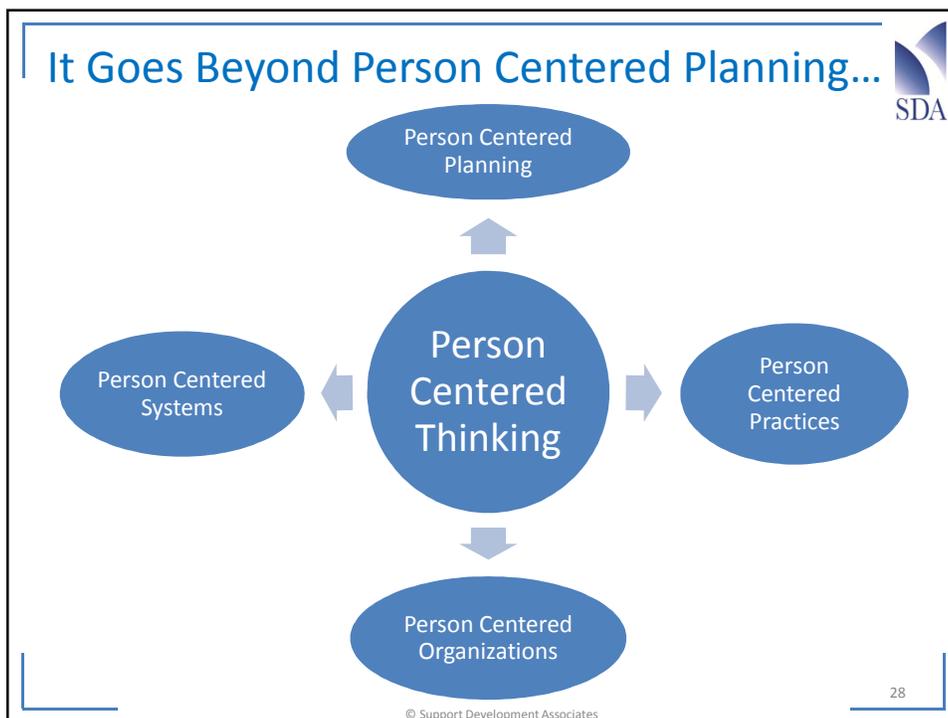
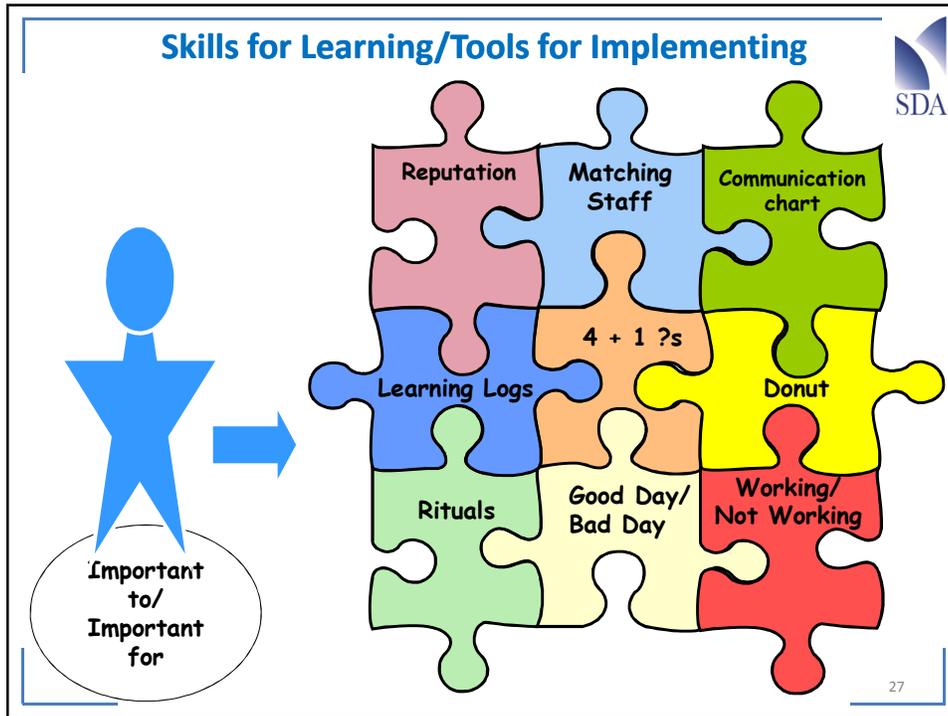
Person centered planning – by itself
Results in
Better paper
More often than it results in
Better Lives

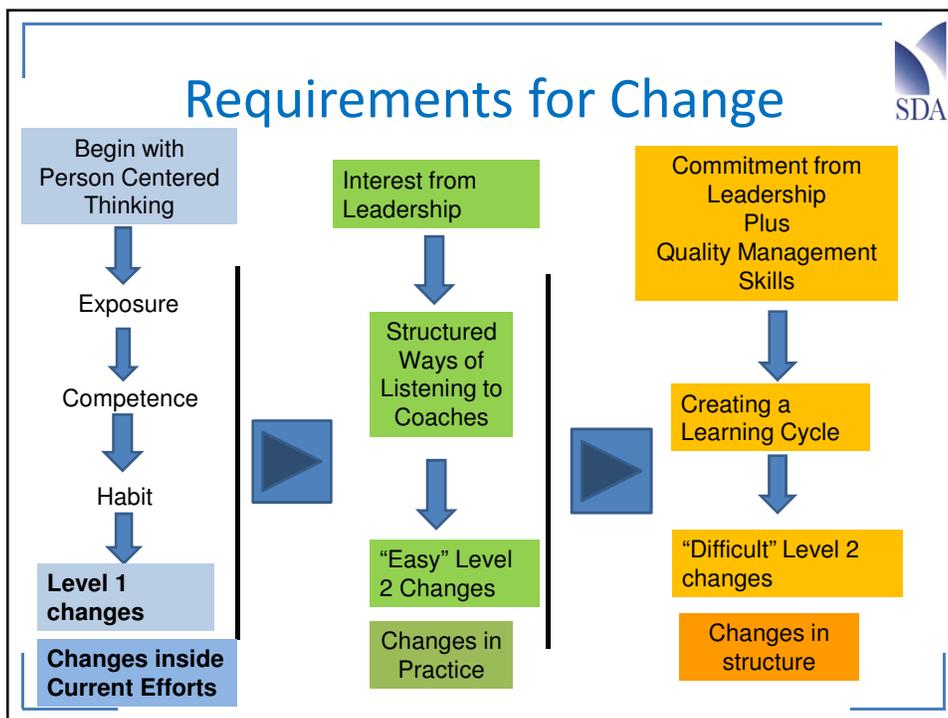
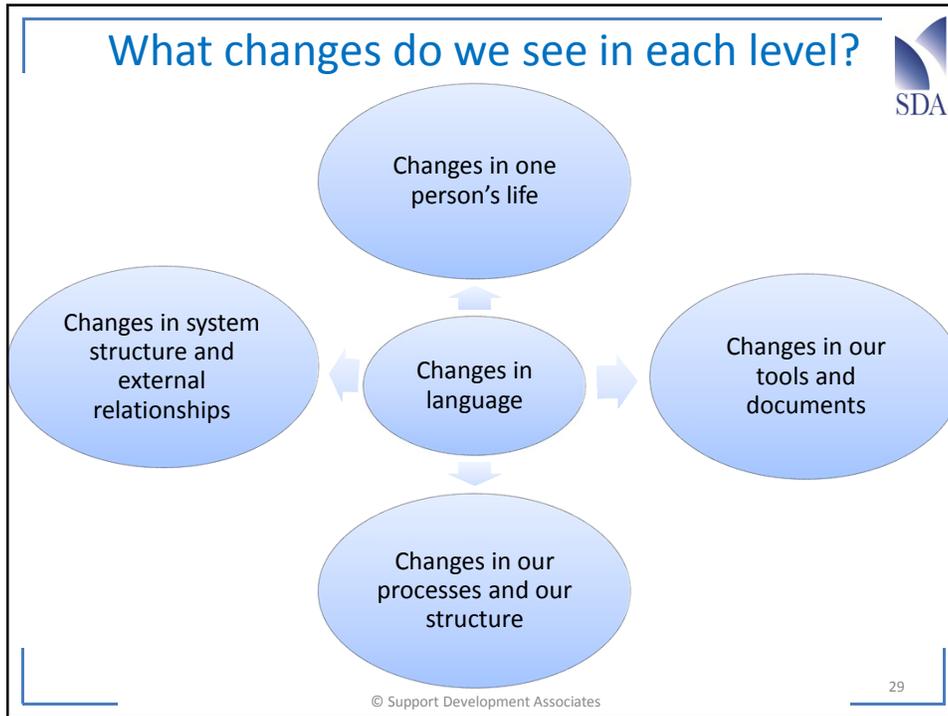
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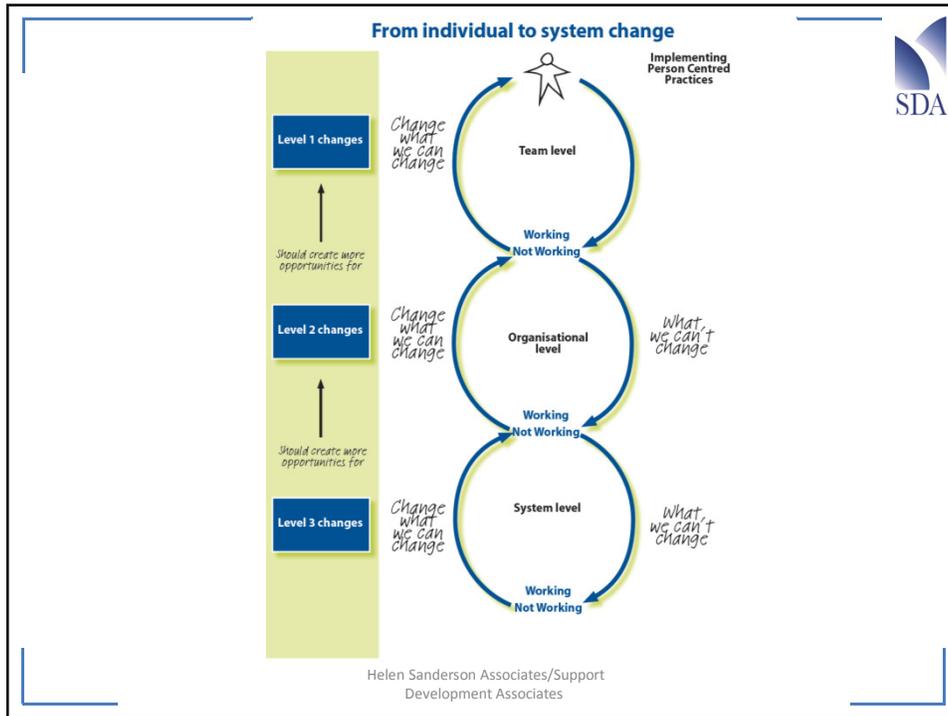
The Basic Approach: 

Person Centered Thinking leads to
↓
Person Centered Practices which lead to
↓
Person Centered Organizations which create
↓
**Person Centered Systems that support
Person Directed Lives**

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Internal Advocates are essential.

They...

- Work in the system
- Have positions of –
 - Trust and
 - Influence

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Internal Advocates ...



- Have a deep understanding of what and why
- Can see whether or not changes contribute to alignment or to “friction”
- Can help others understand and see the connections

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Success requires Partnership



- Partners support our strengths and help where we are not strong
- Partnerships create opportunities for synergy
- Partnerships at all levels reduces stress within the system

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Partnership



- Requires mutual respect and trust
- An understanding of roles and boundaries
- Recognition of mutual benefit and interdependence

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The roles of the UCEDDs



- Be a trusted external advocate
- Build systems thinking
- Support/develop internal advocates
- Build and support partnerships
- Share the learning around the country and counter “not invented here” syndrome

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The Role of UCEDD's ...



- Help identify opportunities for change
- Help counter push back
- Build positive pressure for change
- Identify promising practices

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Change creates resistance



- The larger the change the greater the resistance.
- UCEDDS can help systems managers –
 - Anticipate the resistance
 - Help key players get past the resistance
 - Support key players in being change targets as well as change agents

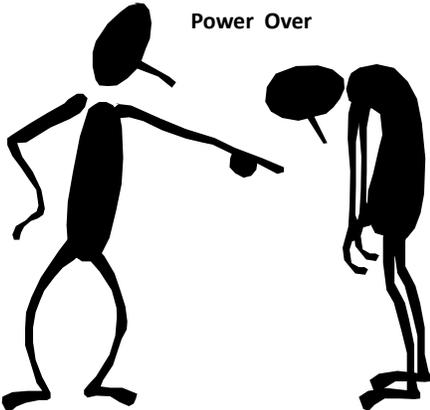
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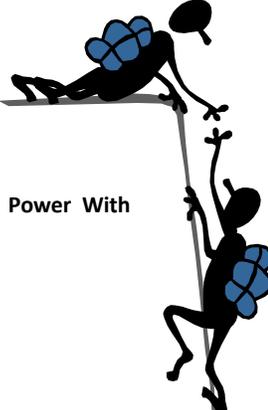
We need to make this a real paradigm shift



Power Over



Power With



From Fixing to Supporting

For more information



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