


Developing a Person Centered System

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June 2012

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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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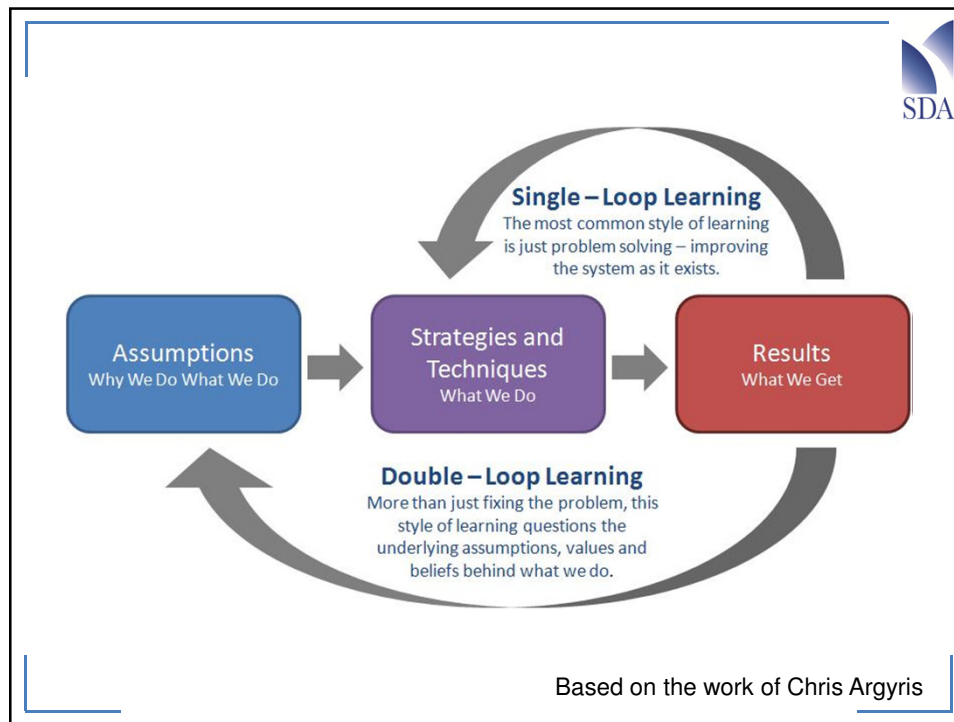


Changing a system

- 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



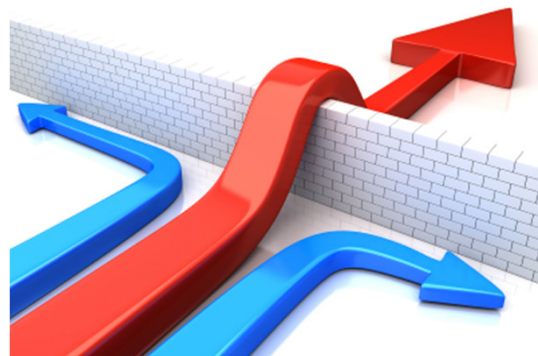
How You Judge Everyday Behavior

- 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 

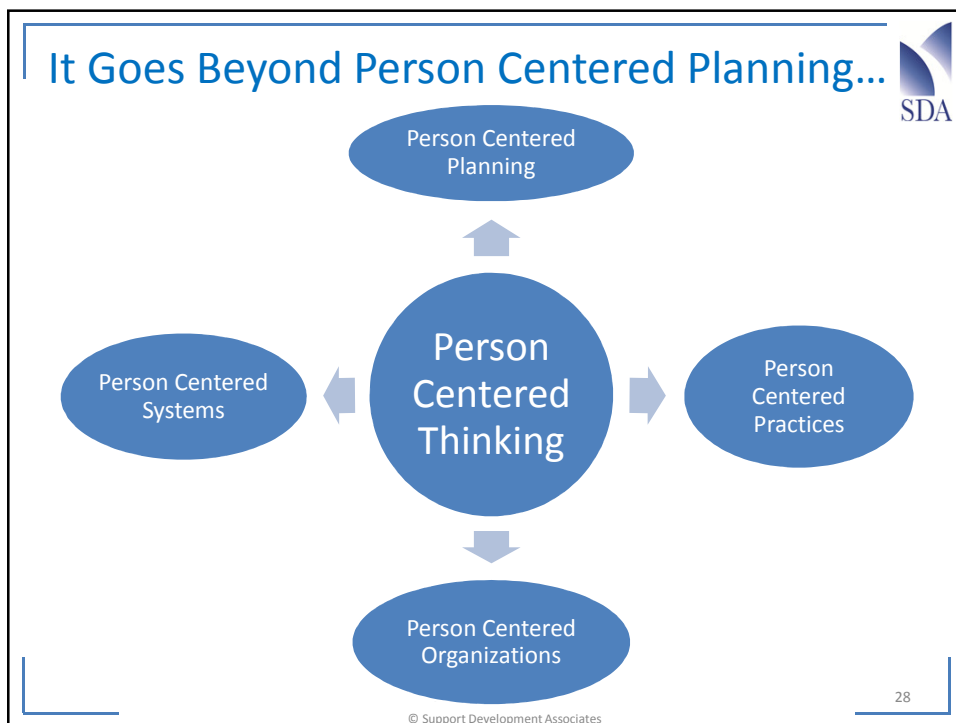
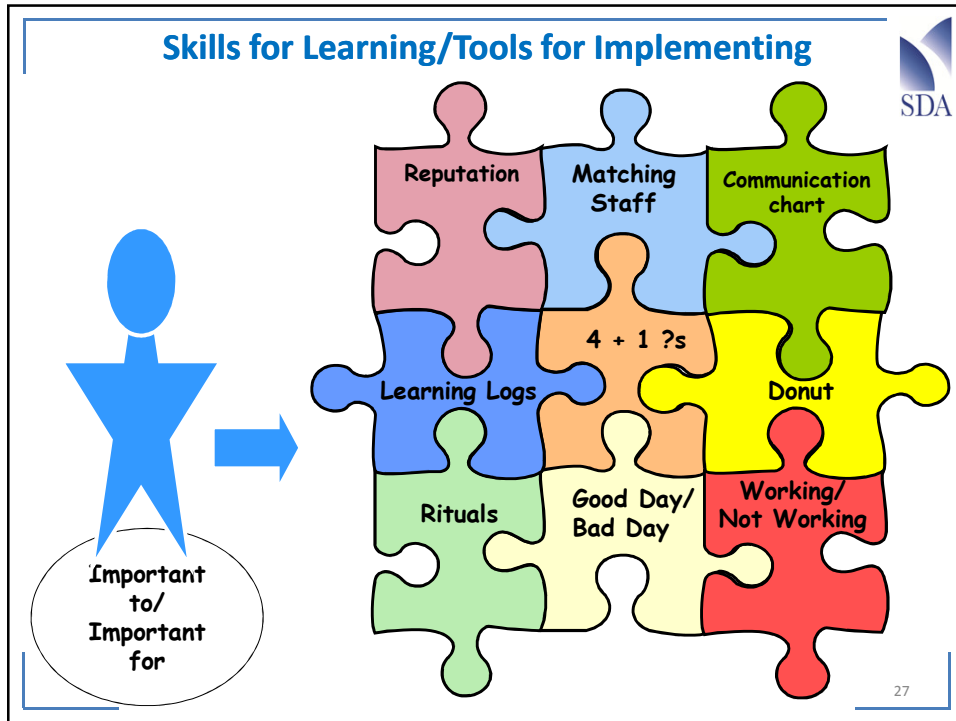
Person centered planning – by itself
Results in
Better paper
More often than it results in
Better Lives

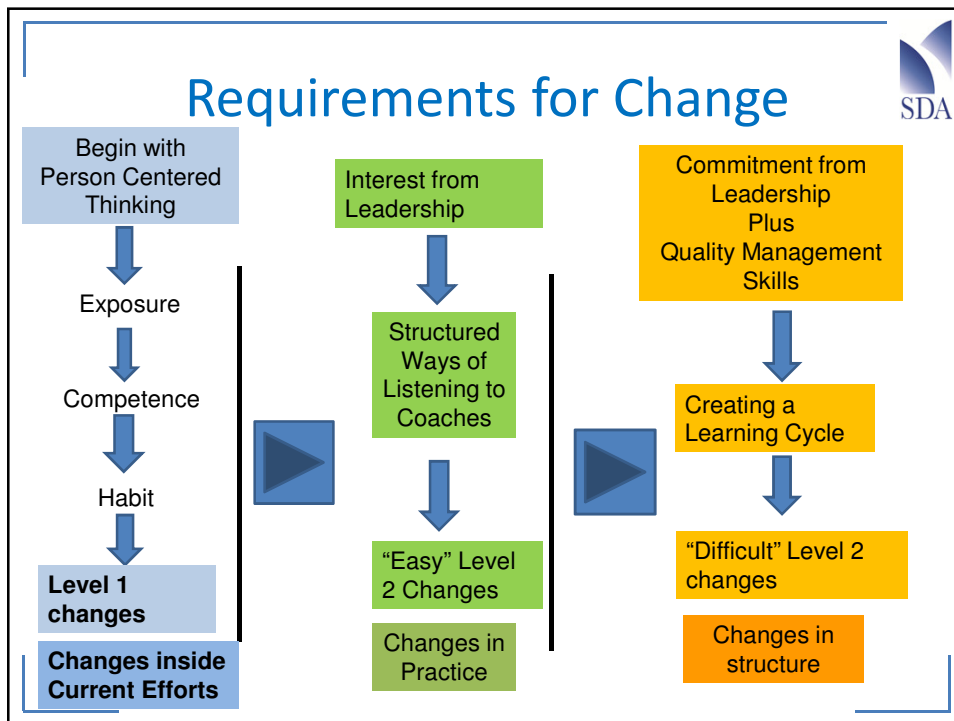
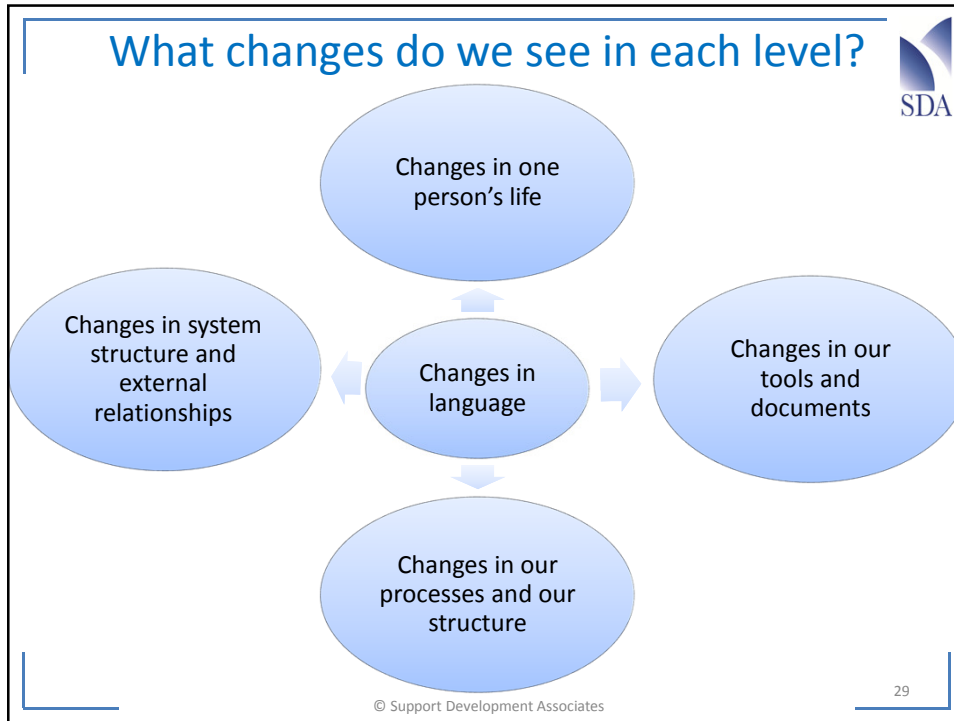
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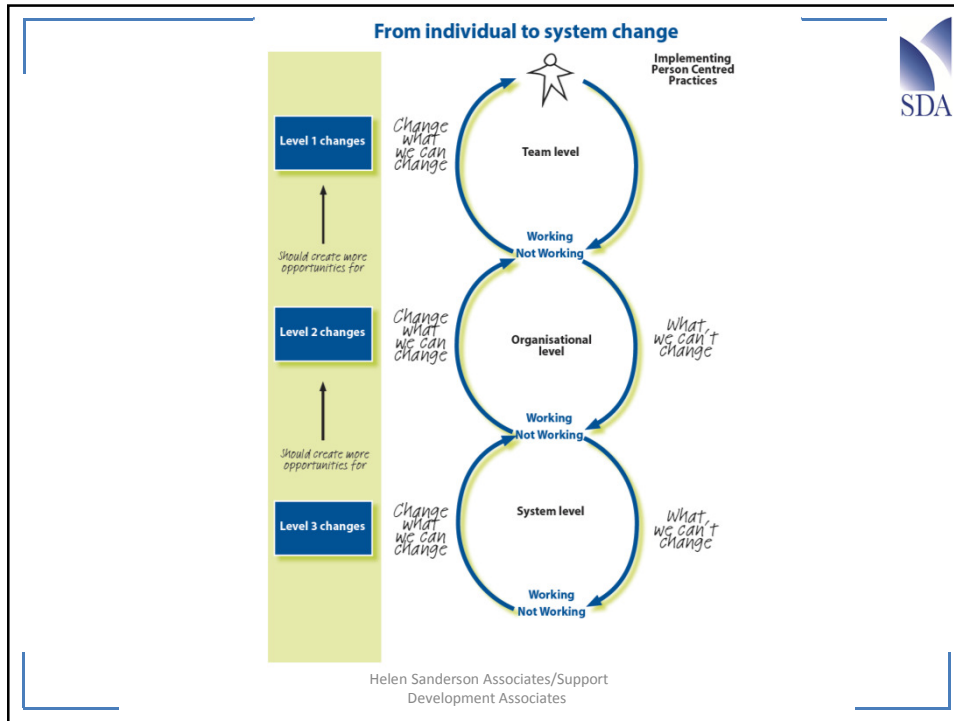
The Basic Approach: 

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

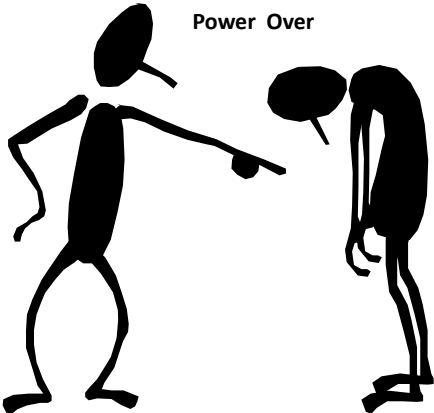
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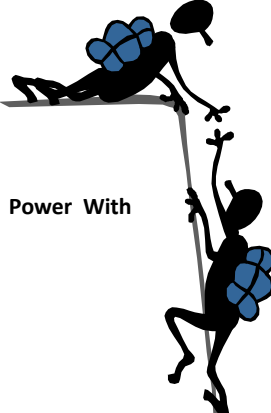
We need to make this a real paradigm shift



Power Over



Power With



From Fixing to Supporting

For more information



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www.sdaus.com

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