



Getting It Wrong

Lessons learned in the world of supported living services.....

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I have not failed I've just found 10,000 ways that won't work. (Thomas Edison)

The Services World

- Person centered plans do not drive person centered services.
- Doing "for" results in doing "to".
- "Important principles may and must be inflexible." (Abraham Lincoln)
- People are not defined by who or what loves them but rather by who or what they love.
- "Not everything that can be counted counts, and not everything that counts can be counted." (Albert Einstein)
- "If you can't get rid of the skeleton in your closet, you'd best teach it to dance." (George Bernard Shaw)
- When people with disabilities assume power... rights become inconvenient.
- After awhile the questions without the solutions get boring, while the solutions without the questions never come into being.
- "Saying and Doing have quarreled and parted" (Ben Franklin)
- "We fill out reams of papers to prove we are honest people, while the real scammers just go ahead and lie." (Vicki Stefans)
- No matter how many times you write or say "individual" in a group home, it still does not make it so.
- Group homes are the original reality TV shows.

The Leadership Edge

- "What makes the difference between a good movie and a bad movie is getting everyone involved in making the same movie." (Coppola)
- "Wisdom is harder to do than it is to know". (Yule Moses)
- "Diversity without unity makes about as much sense as dishing up flour, sugar, water, eggs, shortening and baking powder on a plate and calling it a cake" (Willard Pollard)
- "Faced with the choice between changing one's mind and proving that there is no need to do so, almost everybody gets busy on the proof." (John K. Galbraith)
- "Running an organization is really easy when you don't know how, but very difficult when you do." (Price Pritchett)
- Teach everything
- Do nothing that is not clearly connected to your mission.
- Connect everyone to a larger vision than what appears on the surface.
- "Despite the codes of ethics, the ethics programs, and the special departments, corporations don't make the ultimate decisions about ethics. Ethical choices are made by individuals." (Euel Wade)
- "Honest criticism is hard to take, particularly from a relative, a friend, an acquaintance or a stranger." (Franklin Jones)
- "What's madness but nobility of soul at odds with circumstance?" (Theodore Rothke)