

Handout

HOW INDIVIDUALIZED IS THE SUPPORT OR SERVICE?

Reference Grid

How Individualized is the Support?	Types of Individualized Supports	Degree of Choice (range, variety and life options)	Degree of Decision Making (participation and self direction)	Degree of Personal Space - Ownership (control of resources)	Degree of Social Integration (Valued Roles)
Light (Focus on Modifying Present Practices and Service Environments)	<ul style="list-style-type: none"> .Person-Centered Planning leading to individual supports in one's daily routine .Expanded Menu of Options (universal) Community Outings 	<ul style="list-style-type: none"> .Provides a Menu of Choices to an Individual to Make about their Daily Routines .Choices around participating in individual or group based activity 	<ul style="list-style-type: none"> .Assists Individual in Making Decisions Around Daily Schedule, Meals, Decorating of Common and Personal Space .Input regarding program activities 	<ul style="list-style-type: none"> .Downsizes a Home so the Individual Can Have Their Own Bedroom .Opportunity to Select their Housemates 	<ul style="list-style-type: none"> .Assists the Individual in Experiencing and Being Present in the Community on a Weekly Basis .Participates in a small group that visits and/or participates in an activity in a community site.
Medium (Focus on Designing Individualized Service and Supports Environments)	<ul style="list-style-type: none"> .Person-Centered Design (may include prototypical options) .Shared Living .Alternative Staffing Arrangements (Live-In, Paid Neighbors) .Supported Employment .Life Coach .Agency with Choice (level #1) .Circles of Support .Staff Assigned and Trained for the individual/family 	<ul style="list-style-type: none"> .Provides Choices to the Individual/Family Regarding Where and with Whom the Individual Lives With, What Kind of Job They Would Like, and the Kind of Life Style They Would Choose to Live 	<ul style="list-style-type: none"> .Assists the Individual and Family to Assume Decision Making Roles with Staff in Hiring Direct Support Staff, Quality Assurance, Spending of Personal Allowance Funds, Decorating of Personal and Common Space 	<ul style="list-style-type: none"> .Assists and Supports Individual in Designing a Home Situation, Finding a Suitable Location, and Setting Up the Home to the Specifications of the Individual 	<ul style="list-style-type: none"> .Supports the Individual in Participating in the Community at a Job, Place of Worship, and with Associations on a Frequent Basis.
High (Focus on Supporting Self Determination)	<ul style="list-style-type: none"> .Supports uniquely tailored to an individual/family (commonly known as a wrap-around) .Support - Scenarios (providing a set of unique arrangements to select the option most desired) .Supports provided by a mix of natural and paid providers. .Supports Broker .Fiscal Intermediary .Individual Budgets .Agency with Choice (level #2) .Small Business-Consultation .Home of Your Own .Cash and Carry 	<ul style="list-style-type: none"> .Supports Individual in Having Choices in Key Areas of Life (Relationship, Home, Health and Work) 	<ul style="list-style-type: none"> .Supports Individual & Family as Central and Key Decision Makers on Matters of Finance (controlling their own budget), Vocation, Life Style 	<ul style="list-style-type: none"> .Assists Individual in Owning or Leasing Their Own Home. 	<ul style="list-style-type: none"> .Supports Individual to Play Active and Primary Roles in Friendship, Marriage, Associational Life, and Employment (outside of paid staff arrangements).

Handout

EVOLVING SYSTEM FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

	INSTITUTIONAL CARE	MANAGED CARE	INTEGRATIVE SUPPORTS	COMMUNITY SUPPORTS
Organizing Principle	System-Centered	Service-Centered	Person-Centered	Citizen-Centered
Individual-Professional Relationship	Expert-Patient (professional direction)	Provider-Consumer (professional responding)	Facilitator/Support Broker-Self-Directed Individual (professional facilitating and partnering)	Resource-Autonomous Citizen (professional ancillary)
Service-Individual Interface	Functionally Specified Services and Models Model-Driven (pull)	Habilitation Pathways (core process) Service-Driven (push)	Wrap-Around Supports Person-Driven (negotiate)	In-Home & Community Located Supports and Resources Community Driven (allocation)
Innovation Mechanism	Administrative and Functional Effectiveness & Efficiencies (internal to the system) Design standard services	Outcome Driven, cross functional and inter-organizational Deliver customized services	Person-Centered, inter-organizational Co-create personalized experiences	Citizen-Centered Community Based Support individual citizen autonomy
Dominant type of Complexity	Manage the details	Complex interaction between environmental factors	Complex interaction between key stakeholders	Unclear and emerging futures
Coordination Mechanism	Hierarchy- command and control	Market price and cost/rate management	Network, dialogue and mutual adaptation	Seeing from the whole
Infrastructure	Social Legislation (laws, regulations, budget)	Rules, norms to make the market place work	Infrastructures for learning and innovation	Infrastructures for seeing in the context of the whole
Primary Outcomes and Emergent Outcomes for Individuals	Placement Personal Care Activity and Housing	Face to Face Service Residential Living Community Presence	Individualized supports leading to jobs, home, and relationship	Citizenship Life of Distinction

1**FRAMEWORK FOR PERSON CENTERED OUTCOMES****Looking for Changes in the Lives of People Related to the Five Accomplishments**

1. **Contribute through Work and Cultural Contributions**
 - What are the specific changes in the way people spend their days?
 - Have people moved into inclusive job and volunteer experience?
 - Are people earning an income and making a contribution to community?
 - How many hours a week do people benefit from individualized supports?
2. **Share Places through Community involvement**
 - Where and how are people involved in their communities?
 - Are people engaged in the same places regularly and have they developed relationships with other community members?
 - Is there evidence of true community membership and belonging?
 - How many hours a week are people involved in community using individualized supports?
3. **Belong through Building Relationships**
 - Have people developed relationships with community members besides staff?
 - How have people sustained and strengthened relationships with their families?
 - What about romantic relationships and friendships with people with disabilities?
 - Are there examples of co-housing and life-sharing?
 - Have people's support circles expanded?
4. **Increase Choice and Control through Self-Determination**
 - How do people's weekly schedules reflect their interests and dreams?
 - Are people making more day-to-day decisions in every aspect of life?
 - Are people making more life-defining decisions about where they live and with whom?
 - Are people supported in individualized living situations?
 - Are people managing their own budgets, holding their own leases, and involved in hiring and supervising their own staff?
5. **Be Somebody through Making a Difference**
 - Are people seen for their capacities and contributions in the community?
 - Can we cite examples of their distinctive contributions to cultural life?
 - Have they developed skills and expertise to better enable their contributions?
 - Do people have more access to individualized supports that increase involvement?

**2****FRAMEWORK FOR PERSON CENTERED IMPACT****Looking for Changes in the Thinking and Action of Stakeholders Related to the Five Assumptions**

1. **Find Capacities**
 - Do stakeholders demonstrate an increased appreciation of the interests, preferences, and dreams of people with disabilities and their families?
 - Is there an increased awareness of the capacities of families and direct support staff, as well as opportunities for strengthening these connections?
 - Are people developing more communication options for expressing preferences?
2. **Develop Vision**
 - Are people increasingly involved in creative contributions to community life in valued roles such as: work, education, volunteerism, creative careers, family, homemaking, spiritual life, fitness and adventure?
 - Are these increased expectations reflected in the weekly schedule?
 - Are there examples of transitioning people from large, segregated programs to inclusive experiences and individualized supports?
3. **Share Decision Making and Implementation**
 - Do people have support circles that include family, friends, direct support professionals and community members?
 - Are people increasingly self-determining their decisions about life style, budgets, hiring and supervising of staff, and life-sharing?
4. **Build Community**
 - Are people thinking locally and increasing their connections to local neighborhood life including places and associational life?
 - Are there growing examples of overcoming discrimination and creating understanding via belonging and contribution?
5. **Change Services and Agency Operations**
 - Are agency budget allocations devoted to individualized supports increasing?
 - Is someone clearly designated to lead innovation?
 - Are innovation projects in development and being implemented?
 - How are direct support staff engaged in individualized supports and community building?
 - Has the agency strengthened connections to learning networks?
 - Are barriers to person centered development being identified and addressed at the agency, DDSO, and OMRDD level?



Examples of Excellence in Prototype Development that Supports One if not all Eight of the Valued Social Roles

Lives of Distinction result in community inclusion for people with disabilities in one if not all of the **Eight Valued Roles** of citizenship. With good support every person can live a life of distinction that is a creative expression of personal gifts, contribution to community life, and personal and family life style choices that reflect the emergence of these eight valued roles:

1. **Employment:** Evidence that employment is for everyone and can be an expectation for all.
2. **College life, teaching, and self advocacy leadership roles:** Examples of connections to college campus life, Speaker's Bureau, Americorp, internships, mentoring, working in schools.
3. **Volunteerism and community service:** Evidence of commitment to build connections to volunteering, neighborhoods, community service, and associational life.
4. **Creative arts and careers:** particularly those efforts that lead to commercial outlets such as connections to local business, art fairs, the outsider or visionary art market, auctions, local artists, and the local art scene.
5. **Family and friends:** Creative support for building and deepening relationships. Intensive and relevant family support. Self-directed supports: individualized budgets, direct hiring, brokerage and support.
6. **Individualized homes:** Examples of life sharing, choices of roommates, home of your own, and use of creative technologies that support independence.
7. **Spirituality and Religion:** Creative connections to faith and intentional communities.
8. **Adventure, health and sports:** Evidence of significant commitment to holistic health and fitness, as well as spirited adventure and travel.

Development in all eight directions requires attention to sustainable person-centered planning, innovation, local solutions, and learning circles that support new prototypes.