Person Centered Practices
Supporting People to get Better Lives
Texas Transition Conference 2016

Presented By:
Jeff Garrison-Tate, M.Ed, Texas A&M University

The Institute on Person Centered Practices
A Collaborative Partnership with The Center on Disability Studies at the University of Texas and The Center on Disability and Development at Texas A&M University

http://person-centered-practices.org/
What is Important To YOU?
Person Centered Thinking

- underlies and guides respectful listening which leads to actions, resulting in people who:
  - Have positive control over the life they desire and find satisfying;
  - Are recognized and valued for their contributions (current and potential) to their communities; and
  - Are supported in a web of relationships, both natural and paid, within their communities
What are person centered thinking skills?

- A set of skills that reflect and reinforce values that:
  - Propel the learning cycle
  - Help us support rather than fix
  - Work for humans
  - Work at every level in the organization
  - Build the culture of learning, partnership, and accountability
  - Affirm our belief that everyone can learn
Help people get **better lives**

*Not just better paper*
A Dynamic Process

• The Plan is only as good as figuring out what is important to and for a person.
• Listening
• Discovery
• Action Plan
• Learning
• And start over
Introducing the Core Concept:

IMPORTANT TO
AND
IMPORTANT FOR
AND
THE BALANCE BETWEEN THEM
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
- Status and control
- Things to do and places to go
- Rituals or routines
- Rhythm or pace of life
- Things to have
Important **FOR** (Part One):

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

- **Issues of safety:**
  - Environment
  - Well being ---- physical and emotional
  - Free from fear
Important FOR (Part Two):

• What others see as necessary to help the person:
  – Be valued
  – Be a contributing member of their community
Moving from Service Life to Community Life

- **Service Life**
  - ‘Important for’ addressed
  - No organized effort to address ‘important to’

- **A Good Paid Life**
  - ‘Important to’ recognized
  - ‘Important to’ present
  - ‘To’ and ‘for’ present
  - Closest people are paid or family
  - Few real connections

- **Community Life**
  - ‘To’ and ‘for’ present
  - Active circle of support
  - Included in community life

Focus on connecting, building relationships and natural supports
Moving from Service Life to Community Life

Service Life

- ‘Important for’ addressed
- No organized effort to address ‘important to’

A Good Paid Life

- ‘To’ and ‘for’ present
- Closest people are paid or family
- Few real connections

Community Life

- ‘To’ and ‘for’ present
- Active circle of support
- Included in community life
BEFORE: White Male, 54 years, avascular necrosis hip replacement, non-compliance with medication routine and physical therapy sessions. Inappropriate verbalization regarding food options, hits call button for no reason. Wife has demanded a DNR.
AFTER: Jeff loves chasing his kids on the beach. He enjoys reading, theatre, film, traveling, walking and hanging out with his family.
Sorting Important to from Important for

*(and finding a better balance between them)*

<table>
<thead>
<tr>
<th>Important To</th>
<th>Important For</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>
Important To and For are Connected

- ‘Important to’ and ‘important for’ influence each other
- 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’
Balance

10kg TO 10kg

Important

10kg FOR 10kg

Important
Each of us want lives where we are supported by & contribute to our communities

Have our own dreams and our own journeys

Have opportunities to meet new people; try new things; change jobs; change who we live with & where we live

Have what/who is important to us in everyday life; people to be with; things to do, places to be

Stay healthy & safe (on our own terms)
Implementation of Person Centered Practices is:

A Promise to be honest

• To let people know when what they are telling us will take time

• When we do not know how to help them get what they are asking for

• When what the person is telling us is in conflict with staying healthy or safe and we can’t find a good balance between important to and important for
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
Discovery Skills
Reputation Exercise
GREAT THINGS
Morning Ritual
Rituals and Routines

*Rituals guide us through our days and bring consistency, comfort and control*

- Morning
- Bedtime
- Mealtimes
- Transition
- Birthday
- Not Feeling Well
- Cultural/Holiday
- Spiritual
- Vacation
- Comfort
- Celebration
- Grief/Loss
Develop Your Own Morning Ritual

• Write down your morning ritual

• Start with how you wake up and end with leaving or when you feel your morning routine is completed.


• Include as much detail as you are comfortable with-do ensure you include enough details so that you can learn how to collect sufficient information

• Tell us how long it takes – indicate what time it starts and what time it ends.
Discovery from Morning Ritual: Important To/For and Supports

Important To:  Important For:

What others need to know or do to support you:
Write Your Name

Good Day

Bad Day
## Good Day/Bad Day

### Good Day During Work Week

<table>
<thead>
<tr>
<th>A really good day</th>
</tr>
</thead>
<tbody>
<tr>
<td>• What happened that contributed to your good day?</td>
</tr>
<tr>
<td>• What do you look forward to doing?</td>
</tr>
<tr>
<td>• Who do you look forward to seeing?</td>
</tr>
<tr>
<td>• What happens that gives you energy to deal with difficult situations?</td>
</tr>
<tr>
<td>• What motivates and interests you at work OR on a work day?</td>
</tr>
</tbody>
</table>

### Bad Day During Work Week

<table>
<thead>
<tr>
<th>A day that is too challenging</th>
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</thead>
<tbody>
<tr>
<td>• What threw your day off?</td>
</tr>
<tr>
<td>• Made the day bad for you?</td>
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<tr>
<td>• Made you frustrated? Bored?</td>
</tr>
<tr>
<td>• Took the fun out of it?</td>
</tr>
<tr>
<td>• Be sure to include those daily frustrations</td>
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</tbody>
</table>

*It is a work day. Write down a composite of actual good moments and bad moments that have happened at anytime a day when you also work.*
Discovery from Good Day/Bad Day: Important To/For and Supports

Important To:  Important For:

What Others Need to Know to Support You:
## Communication Chart

<table>
<thead>
<tr>
<th>When this is happens</th>
<th>I do this</th>
<th>It usually means</th>
<th>And I want you to</th>
</tr>
</thead>
<tbody>
<tr>
<td>#2</td>
<td>#1</td>
<td>#3</td>
<td>#4</td>
</tr>
<tr>
<td>In the environment</td>
<td>The action</td>
<td>Meaning of the action</td>
<td>What other people should do or say in response</td>
</tr>
<tr>
<td>What’s just gone on</td>
<td>What others notice</td>
<td>What the emotions and feelings are</td>
<td>Or not do or say.....</td>
</tr>
<tr>
<td>The “trigger”</td>
<td>Can be seen, heard, and felt by others</td>
<td>What’s going on inside</td>
<td></td>
</tr>
</tbody>
</table>

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[Source: Institute for Person-Centered Practices](http://person-centered-practices.org/)
<table>
<thead>
<tr>
<th>What is happening</th>
<th>I Do</th>
<th>It Means</th>
<th>You Should</th>
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Management Skills
The Donut Sort

Defining Staff Roles and Responsibilities

Core Responsibilities

Creativity & Judgment

NOT OUR USUAL RESPONSIBILITY
4 + 1

What you have done to improve your health and safety?

<table>
<thead>
<tr>
<th>What have you tried? 1</th>
<th>What have you learned? 2</th>
<th>What are you pleased about? 3</th>
<th>What are you concerned about? 4</th>
</tr>
</thead>
</table>

+1 – Given your learning what will you do next?

__________________________________________________________________________
__________________________________________________________________________
A One (1) Page Description can be used

- For a specific purpose: for example new situations—like a new job; meeting new people; at the front of the persons records.

- An at a glance positive way to share key information about:
  - What people like and admire
  - What is most important to
  - How to best support

*All one page descriptions have these three sections at minimum*

See [http://learningcommunity.us/onepageprofiles.htm](http://learningcommunity.us/onepageprofiles.htm) for more information
How to Develop a Your own One Page Description

• Put your Name on Your One Page Description

• Purpose:
  – The Purpose of Your One Page Description is to share important information about yourself that you think would help coworkers establish positive working relationships with you.

• Using your Person Centered Description write KEY information about what
  – Others like and admire about you
  – What is Important TO you at work
  – What support you appreciate at work
What is Important to ___________

What People Like and Admire about ____________________

Supports ____________ Needs To Stay Happy, Healthy & Safe

For a good match: characteristics needed to be present or absent

Insert Photo Here

Wkbk pg 62 back up pg 64
IT'S ALL ABOUT ME
ELIZABETH KARE

A Few Things That Are Important TO Me...
(Please see pages 6-10 for more information)

- My independence
- A thriving social life
- Being organized and prepared
- School – Graduation in May 2011!
- Taking good care of myself
- Routines
- Planning for the future—
  including a job, an apartment, and a boyfriend
- Everything Michael Jackson
- Diet Coke
- Singing at church
- Fun with friends & family
- Writing in my journals
- Avoiding conflict
- Fashion
- Close relationships with
  Family & Friends

...And A Few Things That Are Important FOR Me:
(Please see pages 11-13 for more information)

- CPap machine, plenty of sleep (may include naps)
- Seizure medications
- Healthy diet and exercise
- Writing in my journals
- Conflict free environments & relationships
- Avoiding a “fireball”

Here’s How You Can Support Me:
(Please see pages 12-14 for more information)

- Help me with time, money, cooking, shopping & some cleaning
- Help me find a job and job training
- Assist me to fix my hair & pick out cute outfits
- Help me make healthy food choices and to exercise
- Understand if I’m upset, I’m probably tired.
- Talk to me nicely & quietly. No bad words.
- When people around me are angry or there is conflict, help me get away
- Help me understand what’s going on, what to expect

What we love about Elizabeth!
(see pages 4-5 for more info)

- She’s a determined self-advocate – ask her about her rally speeches
- A gutsy gal
- Talk about organized!
- A true blue friend
- She lights up a room!
- She’s a Fashionista
Learning Wheel

What needs to stay the same?
What needs to change?

Person Centered Description

PCT SKILLS

Implementation & Learning

Action Planning
Resources

• The Learning Community for Person Centered Practices - website http://www.learningcommunity.us/

• Importance of the Environment – Article discussing toxic to healing http://www.learningcommunity.us/pcthinking.htm

• One Page Profiles Descriptions - Examples and discussion http://www.learningcommunity.us/onepageprofiles.htm
Thank you!!!

Jeff Garrison-Tate
jeffgt@tamu.edu

http://person-centeredpractices.org
www.learningcommunity.us