

Key Initial Decisions That Agencies May Have To Make If They Are To Realistically Individualize Supports

Michael J. Kendrick PhD

Kendrick Consulting Intl

www.kendrickconsulting.org

kendrickconsult@attglobal.net

Key Agency Decisions Re: Individualized Supports

- 1. Set The Goal Of Systematically Creating Only Individualized “One Person At A Time” Supports As An Agency Priority**
- 2. Cease Expanding Group/Fixed Models Of Support As Of A Given Date**

Key Agency Decisions Re: Individualized Supports

- 3. Identify/Assign Board And Staff
Personal Leadership Responsibility To
Lead The Individualization Effort**
- 4. Create A Specific Organizational
Component or Components To
Conduct The Implementation Of
Individualized Options**

Key Agency Decisions Re: Individualized Supports

5. Adopt The Policy And Practice Of Not “Backfilling” Group Models When People Move To Individualized Options
6. Make The Details Of Individualized Support Options Negotiable Person-By-Person

“Make The Details Of Individualized Options Negotiable Person-By-Person”

- Define And make Explicit All Components Of Individual Supports That Are Negotiable By Individuals
- Advise, Educate And Support Service Users And Families As To Their Authority To Negotiate Individualized Options

“Make The Details Of Individualized Options Negotiable Person-By-Person”

- Establish A Clear Administrative And Programmatic Process For Negotiating And Re-Negotiating Of Individualized Options
- Provide Service Users And Families With The Support(s) They May Each Need To Become Effective At Negotiation

Key Agency Decisions Re: Individualized Supports

- 7. Identify Why Prior Internal Attempts At Individualization Had Succeeded Or Why They Did Not And Alter Current Practice Accordingly**
- 8. Examine, Carefully Study And Critically Evaluate A Sizable Number Of Distinctly Successful Sustained Efforts At Systematic Individualization By Other Organizations**

“Evaluate Successful Efforts At Systematic Sustained Individualization By Others”

- **Reach Out To Identify And Learn From Other Organizations That Have Been Notably Excellent At Individualization**
- **Adopt What Is Valuable, Effective And Exemplary From Successful Efforts Of Others To Individualize**

Key Agency Decisions Re: Individualized Supports

**9. Create Internal Individualized Flexible
Funding Accounts Irrespective Of
External Funding Patterns**

**10. Engage And Support Service Users
To Explore Their Dreams And Potential
On An Ongoing Basis**

“Engage And Support Service Users To Explore Their Dreams And Potential”

- Expose Service Users, Families And Staff To The Most Inspiring And Advanced Examples Of What People Have Achieved With Their Lives
- Support Ample And Ongoing Opportunities To Explore, Dream And “Imagine Better”

“Engage And Support Service Users To Explore Their Dreams And Potential”

- **Connect Service Users, Families, Staff And Advocates To Individuals and Families That Have Been Successful At Expanding Their Horizons**
- **Support People To Better Manage Their Anxieties and Fears About Change**

Key Agency Decisions Re: Individualized Supports

11. Seek Out, Engage And Partner With Key Funders And External Bureaucracies To Become More Flexible And Supportive Of Individualization
12. Define What Is Meant By The Dimensions Of The “Quality Of Individualization”

Key Agency Decisions Re: Individualized Supports

13. Recruit, Select And Support Key Staff Who Most Clearly Understand And Are Committed To Quality In Individualized Options

14. Commit The Agency To An Ongoing Program Of Diverse Values Based Learning And Reflection

Key Agency Decisions Re: Individualized Supports

15. Start Small Initially With Only A Few People But Ensure That All Is Done With Depth And Thoroughness In Terms Of Quality Before Expanding The Effort
16. Invest In Self-Conscious Efforts At Effective Ongoing Renewal Right From The Beginning

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Clear Understanding By Supporters Of Who The Person Really Is And What They Need**
- **Long Term, Enduring And Inspired Commitment To The Person's Well Being**
- **Optimal Address Of Their Fundamental Personal Needs**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Optimal Address Of Personal Wants**
- **Quality Of “Imagining Better”**
- **Safeguarding Of Individual Vulnerabilities**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Personal Existential Empowerment**
- **Autonomy And Choice**
- **Directive Control Over Services**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Supported Use of Natural Supports In Meeting Needs**
- **Adaptive Use Of Generic Resources**
- **Personal Membership In Community Groups**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Real Home of One's Own**
- **Development Of Lifestyle Interests**
- **Cultivation Of Social Support Networks**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Personal Growth And Development**
- **Range and Satisfaction Of Personal Relationships**
- **Flexibility and Responsiveness Of Support Arrangements**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Limitations On Bureaucratic Invasiveness**
- **Ethical Partnering With Service Users
i.e. “Right Relationship”**
- **Enablement To Escape Socially Devalued Perceptions And Treatment
i.e. Acquisition Of Valued Roles**

“Possible Dimensions Of The Quality Of Individual Support And Lifestyle Arrangements”

- **Support For The Person To “Find Themselves”**
- **Obtain Support To Recognize And Avoid Self-Destructive Outcomes**