

Key Investments Agencies Need to Make in Ensuring Person Centered Systems Transformation

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OCL

- Historically a provider of group home services with predetermined outcomes
- Currently we have nothing to offer
- Own homes, neighborhoods, jobs, education family and social life

Dr. Inge Missmahi

- Need to understand and change the focus to change the behavior

Systems Change or Changing a Person's Life

- Rhetoric or improvement of life and lifestyles

Can Any (Large) Agency Change?

- Yes!!
- Looking deeper not wider
- Looking beyond the already predetermined answers
- Learning to listen
- Redistributing money
- People being supported in new ways will help to teach others.

- Change in conversation
- Open minds to possibilities
- Ordinary people ordinary lives
- Start with a person and not a program
- Cultural shift not a new program
- Developing allies, welcoming people into conversation
- Not waiting for policy or funding changes but instead working within the system to refocus on a person's needs.

Leadership

- Courageous
- Tenacious
- Know the compass heading
- Development of Strength, Knowledge and Wisdom
- Shared leadership
- Power with people supported and families
- Being able to let go with the transfer of power and understanding
- Flexibility
- Right people right relationship
- Welcoming of community supports and people

Existential Courage

- **Commitment.** No matter how bad things get, plan to stay involved, don't pull back
- **Control.** Keep trying to influence the outcome, don't sink into powerlessness
- **Challenge.** Accept that stress is both a natural part of living and an opportunity to grow, rather than always feeling entitled to easy comfort and security.

- Hardiness Institute in Irvine, California

Vulnerabilities and Safeguards

- For people served
 - For families
 - For agencies
 - For government
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- You need to know what to protect
 - You need to know what is negotiable
 - You need to the end result that you are trying to achieve

Results

- The agency changes based on what people teach them
- The staff change based on new supports and expectations
- The policies changes based on person driven responses versus program determined outcomes
- The government changes as success is proven
- Costs can be redistributed

- Costs/person of individual day supports is \$10,000 less/person than group day supports
- Costs/individualized residential supports on average is less than the costs of group services
- Community People remaining in life sharing (unpaid) roles have now reached the 18 year level
- People lives are more content
- Behaviors and medications have decreased, incidents are almost non existent
- Our least expensive person served at this time was deemed (20 years ago) as one of the 5 most dangerous people coming out of a forensic center

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Book – One Person at a Time - Fratangelo,
Olney, Lehr