

Support Development Associates, LLC
Developing Person Centered Organizations
Sample Schedule
Your agency, your location



Support Development Associates LLC (SDA) is available to support your agency in creating a foundation of person centered practices. The benefits of this effort begin with increasing the quality of life of those who use the services and the amount of positive control that they have over their lives. But they also establish a foundation of support within all interactions of the organization. The use of person centered practices strengthens the relationships between direct care staff and the people supported; between direct care staff and their supervisors; between mid-management of provider agencies and service coordinators; between service coordinators and their supervisors. This is a description of the activities that make up the approach used.

Approach

Kickoff/Getting Started: Determining Success with Leadership and Coaches (one day)

- What is currently working and what currently needs improved upon within our system and within the approaches used in our work?
- What are the results we would like to see for the people we support? For our employees? For our organization?

PC Thinking Training

- Day one, identifying Basic Strategies of person centered thinking
- Day two, experiencing the process personally.

Coaches Orientation

- One day of learning how a coach approaches their work.
- Learning on how coaches can support each other
- Details of each person centered tool

Training for Leaders on Processes and Strategy for change

- What will it take for us to make the changes needed?
- How do person centered practices fit into our work process?
- How will we undertake our work? What is our plan to change?

Ongoing support for coaches to develop skills in person centered thinking and practice

- How best can coaches rigorously practice using these new tools so that they become habit?
- How best can coaches be supported in their experience of practicing and coaching?
- What can we do to support each other, as coaches?

Ongoing support for Leaders and Coaches Together

- What can we do to best communicate the progress coaches make with learning and practicing the person centered tools?
- How best can we identify and act on the changes needed to become a person centered system? Leaders learn to listen to coaches to identify the Level Two and Three changes needed.
- What more do we need to know about implementation and change management as we undertake this work?

Learning and Reflection

- What have we accomplished?
- What should we celebrate and share with others?
- What does the system need to do to continue to implement the change?

Positive and Productive Meetings

- How can we use our time in meetings efficiently?
- How can we help everyone have a voice and be listened to?
- How can we make sure that our meetings result in actions?

The overall approach used consists of the development of Person Centered Thinking “coaches” (subject matter experts in using person centered tools) who then assist with the spread of person centered practices through modeling and demonstration of their skills. As the coaches demonstrate, they identify lessons learned. The learning from the coaches is shared on a regular basis with Leaders from within the agency and from the administrative agencies representing the system. During these learning sessions, the Leaders identify what needs to change in policy, practice, structure and culture throughout all segments of your agency. Changes typically are identified in Program/Service/Operations departments, but also in Human Resource, Administrative Support, Fiscal Support and Quality Management departments. It is not unusual for an organization to identify significant changes in departments *other than* service delivery departments within the first two months of the consultation start. If collaboration with larger administrative system managers is a goal, then participation from Regional and or Central office representatives are encouraged. When possible, the shared discovery of changes needed creates a culture of learning and collaboration that is then carried over into how interactions occur.

The schedule below is designed for organizations desiring support for three years to embed the practices fully into the culture of their organization. While this approach is strongly recommended, years two and three are negotiable and can be tailored to meet the results you desire. For example, in some locations, the development of Person Centered Thinking Trainers occurs in year two to build internal capacity to support the changes long term.

Electronic copies of all handouts are provided without charge.



Sample Schedule*

(Based on a three year commitment. One or two year options are also available.)

Year One Consultation and Training Activities			
Month	Activity	# of Days per site	Who Participates
1	Kickoff / Getting Started (One Day)	1	All Leaders, Coaches Board Members, Advocates and additional staff as desired.
1	Person Centered Thinking (One trip 2 Days)	2	All Leaders and Coaches at minimum, others as space allows. (maximum of 50)
2	Coaches Orientation (One Day)	1	Coaches only (20 maximum)
2	Leaders Training (One Day)	1	Leaders only
3, 5, 7, 9	Coaches on-going Support (Four Days)	4	Coaches Only
4, 6, 8, 10	Leaders and Coaches Support (Four days)	4	Coaches and Leaders together
11	Learning and Reflection (One Day)	1	Everyone who has participated.
2, 3 or 4	Positive and Productive Meetings (One Day)	1	Representative Group. 20 maximum.

Year Two, Consultation and Training Activities OPTIONAL			
Month	Activity	# of Days Per Site	Who participates
1,3,5,7,9,11	Leaders and Coaches Support (Six days)	6	All Leaders and Coaches
12	Learning and Reflection (One Day)	1	All participants and those interested.

Year Three, Consultation and Training Activities OPTIONAL			
Month	Activity	# of Days Per Site	Who Participates
1, 4, 7,10	Leaders and Coaches Support (Four days)	4	All Leaders and Coaches
12	Learning and Reflection (One Day)	1	All participants and those interested.