

Examples of Organization-Wide Implementation Universal Implementation

Person-Centered Practices

- Revisions to Organizational Mission/Vision Statements
- Changing Documents and Reports
 - Edits of Language to Be More Person-Centered
 - Paperwork/Documents Reflect “Important To/For”
 - Shortening Length of Reports or Making Documents User-Friendly
- Implementing and Actively Using PCT Tools in Meetings
 - Using “What Works/Doesn’t Work” and “4 + 1” During Meetings to Problem Solve
 - Referring to PCT Tools Used in Problem Solving
- Creating Person-Centered Descriptions (e.g., What’s Important To/For) for all People Receiving Supports
 - Action Plans for Each Person Receiving Supports
- Ensuring All Case Managers (or Other Staff) Attend 2-day PCT training
- Calendar of Events for Sharing of PCT Tools and Increasing Awareness
 - “Tool of the Month used in meetings
- Dedicating Time to Discuss Person-Centered Thinking in Meetings:
 - Case Manager/Social Worker Meetings
 - Organization-Wide Team
 - All Staff
- The “Installment” and Website Related Communications
- PCT Training for Supervisors (Led by Coaches)
- Placing PCT Tools on Server for Easy Access by Supervisors/Trainers/Coaches

Positive Behavior Support

- Revisions to Organizational Mission/Vision Statements
- Posters and Visual Prompts Encouraging Social Interactions from Matrix
- People Identified to be PBS Facilitators:
 - Within Organization, or
 - Supporting the Region
- PBS Facilitators Bring Introductory PBS to Team to Share Ideas and Information
 - Training and Supports for All Staff Members in Universal PBS
 - PBS Awareness Presentations for Families, Community
 - Reflect How Culture Influences How We Respond to Negative Interactions (Behaviors We Refer to as “Problematic”)
- Calendar Reminding Everyone of the “Positive Social Interactions of the Month” (Linked to Matrix)
- Use of the Universal Quality of Life Checklist within Homes, Employment, and on an Individual Basis

- Dedicating Positive Behavior Support Time in Meetings (Group Consensus and Action Planning, Increasing Awareness of Positive Social Interactions):
 - Social Worker Meetings
 - Organization-Wide Team
 - All Staff
 - Case Manager Meetings
- Implementing the PBS Matrix
 - With People We Support Directly Involved in Process
 - Within Meetings in Our Organizations
- Introducing Positive Social Interactions Using Skits and Activities During Meetings
- Strategies for Recognizing and Rewarding People Who Engage in Positive Social Interactions
- Plan for Introducing New Staff to PBS in Orientation
 - Tailored Information About Matrix in Areas Where Staff Members Will Work
- Action Plan for Improving Incident Report Systems (or Plan for Teaching Key Features of Effective Incident Report Systems – County Teams)
- Direct Observation of Meetings to Increase Awareness of:
 - Person-Centered and Positive Behaviors
 - Mindfulness and Awareness of Our Language & Actions

Organizational Workforce/Design

- Regular Review of Policies, Practices, and Resources (Including Staff Training and Recognition) for Alignment with
 - Person-Centered Practices and PBS
 - Culturally Competent Language and Approaches
 - Other Positive Supports
- Use of Online Instruction and Competency-Based Training (College of Direct Support or Other Training Systems) That:
 - Introduce Key Concepts of PBS and Person-Centered Thinking
 - Include Tailored Information Related to the Organization’s Efforts
- Integrating Person-Centered Approaches and Tools in Staff Orientation Training
- Revise Job Descriptions to Reflect Skills/Mastery of Person-Centered Practices and PBS
- Establish Matching Strategies for Staff and People Receiving Support (PCT Tool, Other Approaches)
- Incorporate Practices Into Staff Performance and Evaluation Reviews:
 - Use of PCT Tools (What’s Working/Not Working)
 - Progress Using Prevention-Focused Skills Related to PBS (Based on Observations, Participation in Planning Matrix, Review of Incidents Staff Member Was Involved in Over the Year)
- Team Action Planning Based On:
 - Review of Staff Climate/Satisfaction
 - People Supported/Families
- Data-Based Decision Making Using:
 - Tenure/Retention/Vacancy

- Climate
- Incidents/Injuries/etc.
- Worker's Compensation
- Quality of Life
- Annual Review of Organizational Progress & Identification of Problems Related to:
 - Staff Competence (MH Practitioner, Case Manager, Direct Support Staff, Front Line Supervisor, Other)
 - Difficulty Recruiting (Vacancies)
 - Early Turnover
- Strategies for Sharing Information/Data and Celebrating Success
 - Person-Centered Practices
 - Positive Behavior Support
 - Organizational Development
- Establishing Systems for Ease of Data-Based Decision Making (Developing Electronic Database for Gathering Information About Retention/Tenure, etc.).
- Create Strategies for Celebrating and Learning About Diversity Within Organization
- Establish Plan for Recruitment of Diverse Populations
- Create Strategies for Evaluating Issues Related to Diversity:
 - Monitor Patterns Related to Hiring Staff
 - Use Data-Based Decision Making to Monitor Incident Report Patterns and Disproportionality
- Include Cultural Assessment as Part of Planning Processes with People Supported
- Identify Languages Commonly Used by People Supported, Staff, & Community
- Access to Linguistically Appropriate Resources (Interpreters, Alternative Formats, Video)