



# Person-Centered Organizational Development Tool

rtc on community living

UNIVERSITY OF MINNESOTA  
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## **More resources for person-centered planning from the RTC on Community Living at the University of Minnesota**

### **Friends: Connecting people with disabilities and community members**

By Angela Amado

[https://ici.umn.edu/products/docs/Friends\\_manual.pdf](https://ici.umn.edu/products/docs/Friends_manual.pdf)

### **Quality Mall**

Edited by Angela Amado and John Smith

[www.qualitymall.org](http://www.qualitymall.org)

### **Self-Advocacy Online**

[selfadvocacyonline.org](http://selfadvocacyonline.org)

### **Other Voices: The Minnesota Region 10 Quality Assurance Process**

Directed and produced by Jerry Smith

Watch trailer <http://rtc.umn.edu/rtcmedia/othervoices/>

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# Person-Centered Organizational Development Tool

Thank you for participating in the Person Centered Organizations' Workshop sponsored by the Minnesota Department of Human Services and facilitated by the Research and Training Center on Community Living at the University of Minnesota.

Today's workshop outcomes will be based on your (or your team's) responses to several questions in six related categories. By answering these questions and participating in discussions today, we hope you will identify areas of strengths and areas of needed improvement in your organization to build capacity to serve individuals using person centered processes. These results will be for your use only—and are intended to be constructive and not evaluative in nature.

The categories include —

1. Assessment, Discovery, Exploration
2. Planning Practices
3. Community Participation and Inclusion
4. Current Level of Supports and Services
5. Organizational Design and Processes
6. Evaluation of Person Centered Practices

In each category, there are questions and reflections that ask how much “evidence” you have that a given policy or practice is in place. These can include examples of business practices or processes routinely present in your organization. With review of your answers and discussion throughout the day, we look for input from your peers in the room as the most valuable part of the workshop.

Strategic planning questions on the back of each section are intended to lead to continued discussion with colleagues when you go back tomorrow. Available technical assistance from DHS, ICI/RTC, and others may be useful as you move forward. We also have provided a number of print and online resources in the materials we are using today.

We also come today as learners—asking for your input and assistance. How can these tools be improved? How can the process be improved?

Your comments and suggestions will be most welcomed.

# 1. Assessment, Discovery, Exploration

At our agency...	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
<b>1.A.</b> We help individuals identify and achieve their desires and dreams, not judge them.					
<b>1.B.</b> We use strategies and tools that help people balance what is important to them and what is important for them.					
<b>1.C.</b> An individual's input is valued and leads to setting service goals and priorities.					
<b>1.D.</b> We act on the desires and dreams of the individuals we work with; we update them annually or when requested.					

Add points from each column \_\_\_\_\_ Divide by 4 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>	<p><b>What have you learned?</b></p>
<p><b>What are you pleased about?</b></p>	<p><b>What are you concerned about?</b></p>

## Based on what we know, what should we do next?

**Action Steps**

**Current Partners**

**Potential Partners**

**Technical Assistance Needs**

## 2. Planning Practices

<b>At our agency...</b>	<b>Never Evident</b> 0	<b>Rarely Evident</b> 1	<b>Sometimes Evident</b> 2	<b>Mostly Evident</b> 3	<b>Always Evident</b> 4
<b>2.A.</b> Individuals direct the planning process and involve any other supporters they choose.					
<b>2.B.</b> We provide supports to ensure individuals are able to make informed decisions.					
<b>2.C.</b> We communicate information in plain language and respond to an individual's communication needs and preferences.					
<b>2.D.</b> We ensure the individual's service plan is responsive to and respectful of an individual's history, needs, interests, desires, and dreams.					
<b>2.E.</b> We effectively manage risk and incorporate it into the planning process..					
<b>2.F.</b> Plans are reviewed and updated as an individual's desires and goals change.					

Add points from each column \_\_\_\_\_ Divide by 6 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>          	<p><b>What have you learned?</b></p>          
<p><b>What are you pleased about?</b></p>          	<p><b>What are you concerned about?</b></p>          

## Based on what we know, what should we do next?

<p><b>Action Steps</b></p>
<p><b>Current Partners</b></p>
<p><b>Potential Partners</b></p>
<p><b>Technical Assistance Needs</b></p>

### 3. Community Participation and Inclusion

At our agency...	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
<b>3.A.</b> We ensure our services do not create barriers to community participation.					
<b>3.B.</b> We provide opportunities for individuals to connect with others in their communities of choice.					
<b>3.C.</b> People are encouraged and supported to develop valued roles in their communities.					
<b>3.D.</b> We promote and provide opportunities for community-based education, employment, and volunteering to the people we support.					

Add points from each column \_\_\_\_\_ Divide by 4 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>	<p><b>What have you learned?</b></p>
<p><b>What are you pleased about?</b></p>	<p><b>What are you concerned about?</b></p>



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## 4. Current Level of Supports and Services

At our agency...	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
<b>4.A.</b> We provide supports and services that respect an individual's history and cultural background.					
<b>4.B.</b> The individual's plan informs choices and shapes the way services are delivered.					
<b>4.C.</b> We are creative in finding ways to help individuals achieve their goals and work with other organizations to address service gaps.					
<b>4.D.</b> We provide supports and services that help individuals live and stay in the community.					
<b>4.E.</b> We provide supports and services customized to the current needs and desires of the individual.					
<b>4.F.</b> We offer a wide variety of support options when possible and collaborate with community partners, if needed.					

Add points from each column \_\_\_\_\_ Divide by 6 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>	<p><b>What have you learned?</b></p>
<p><b>What are you pleased about?</b></p>	<p><b>What are you concerned about?</b></p>

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## 5. Organizational Design and Processes

At our agency...	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
<b>5.A.</b> Our mission, vision, and values help us integrate person-centered supports and services throughout the organization.					
<b>5.B.</b> Staff have the training and skills to offer person-centered supports and services.					
<b>5.C.</b> Staff have the resources to offer person-centered supports and services.					
<b>5.D.</b> We are willing to change policies and practices to ensure individuals receive person-centered supports and services that maximize choice, control, and direction.					
<b>5.E.</b> Staff are trained in and are using positive interventions.					
<b>5.F.</b> We provide opportunities for individuals and their families to engage in leadership roles or to shape our strategic plan in meaningful ways.					

Add points from each column \_\_\_\_\_ Divide by 6 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>          	<p><b>What have you learned?</b></p>          
<p><b>What are you pleased about?</b></p>          	<p><b>What are you concerned about?</b></p>          

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## 6. Evaluation of Person Centered Practices

At our agency...	Never Evident 0	Rarely Evident 1	Sometimes Evident 2	Mostly Evident 3	Always Evident 4
<b>6.A.</b> The quality of supports and services is routinely measured and resulting data is used in organizational planning.					
<b>6.B.</b> Staff is regularly engaged in assessing and improving programs and services.					
<b>6.C.</b> We engage participants, their families, and their advocates to evaluate our supports and services.					
<b>6.D.</b> We collaborate with other agencies and stakeholders as a mechanism for quality improvement.					
<b>6.E.</b> We use feedback from staff and participants and to inform decisions about service improvements.					

Add points from each column \_\_\_\_\_ Divide by 5 \_\_\_\_\_ = Average score

<p><b>What have you tried?</b></p>	<p><b>What have you learned?</b></p>
<p><b>What are you pleased about?</b></p>	<p><b>What are you concerned about?</b></p>

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