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HUMAN SERVICES**

Culture Change and the People who Lived it.

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Take Away Objectives

- How professional development contributed to significant culture change in a large organization.
- A case example of how a person receiving services experienced the process.
- A focus on positive supports as the primary service support model will be presented.

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If a person doesn't know how to read, we teach
If a person doesn't know how to swim, we teach
If a person doesn't know how to multiply, we teach
If a person doesn't know how to drive, we teach
If a person doesn't know how to behave, we punish.
- Kansas Institute for Positive Behavior Supports

History of Minnesota Life Bridge

- From Campus to Community



Staff FEAR of Community living

- Black and white on campus
- Safety net gone
- What If's



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WE DON'T GROW WHEN THINGS ARE EASY; WE GROW WHEN WE FACE CHALLENGES.



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The real work

- High profile case coming to Minnesota Life Bridge (MLB)



- Failure?

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Meet Sebastian

- Loves animals – is a self-identified cat person.
- Interested in cooking and learning new recipes.
- Likes spending time with people.
- Big Disney movie fan. Loves Disney movie sound tracks.
- Likes to be busy. Doesn't want to sit around a lot.
- Can use words to communicate but doesn't always say what he means or means what he has said.



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Early Life

- Single parent household for first 12 months of life.
- Born with Fetal Alcohol Syndrome.
- Removed from home and adopted.
- Early adolescence he moves to a restrictive group setting - spent many years.
- As a teenager, moves to a residential setting.

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Prior to MLB

- Restrictions:
 - Food – type and amount
 - Going places – frequency and duration
 - TV – Sebastian had to earn access and was limited for frequency, duration, and type of programming.
- Aggressive towards caregivers and others.
- Aggressive towards himself.
- Aggressive towards property.
- Eventual loss of home and placement in a psychiatric hospital unit.

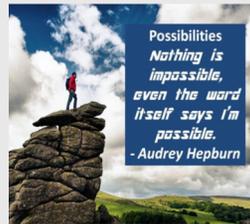
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At MLB

- No restrictions
- Emphasis on building interests in people and places outside of Sebastian's home and the staff.
- Getting to know Sebastian's hopes and dreams and supporting him in shaping his future accordingly.
- Ensuring the things important to Sebastian are present and in balance with the things important for him.



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At MLB (continued)

- Sebastian arrives!



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Take Away

- Prior to moving to MLB, he experienced a highly restrictive & punitive living environment that placed emphasis on important for and little on important to Sebastian.
- At MLB, with all restrictions removed = Sebastian blossomed.
- Process at MLB included robust:
 - FBA
 - PCP
 - Team engagement and enrollment
 - Engagement & enrollment of Sebastian
 - Staff training
- Shifted focus from trying to manage problem behavior to Sebastian's quality of life.

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Continuing Professional Development



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Training

- 24 hour PBS class
 - Perspective taking
 - Focused on how to respond to behavior to decrease likelihood of challenging behavior and increase replacement behaviors
 - Quality of Life
 - Role-playing- active involvement

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Internal Reviews

- Following incident
- Based on first-hand accounts of incident
- Focus on skill building
 - Individual
 - Staff
- Multi-modal



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Fidelity Checks

- Creating a culture of best-practice
- Individualized
- Site-based



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Areas We Continue to Improve

- Culture surrounding fidelity checks
- On-going PBS training requirements
- PBS and Person-Centered Training for guardians and case managers



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Slide 21 features a dark blue header with the Minnesota Department of Human Services logo (a stylized 'm' with a green vertical bar) and the text 'DEPARTMENT OF HUMAN SERVICES'. Below the header is a horizontal band with a sunset over a lake. A green bar at the bottom of this band contains the text 'Questions?'. The footer is light gray and contains the date '5/7/18', the website 'Minnesota Department of Human Services | mn.gov/dhs', and the slide number '21'.



Slide 22 features a white header with the Minnesota Department of Human Services logo and the text 'DEPARTMENT OF HUMAN SERVICES'. The main body of the slide is dark blue with the text 'Thank you!' in white. The footer is dark blue and contains the date '5/7/18' and the slide number '22'.