

DEPARTMENT OF  
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.

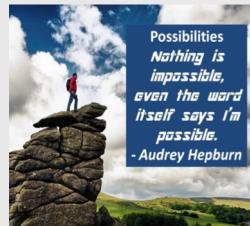
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## At MLB

- 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!

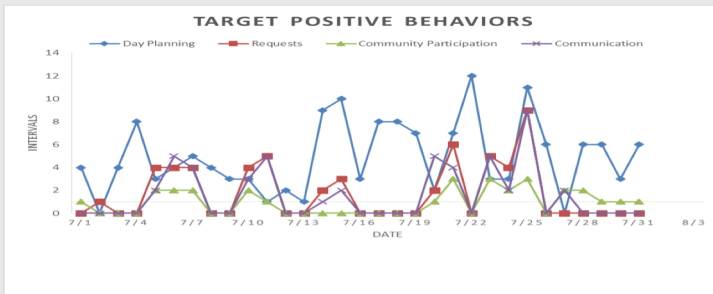


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## Proactive Strategies



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## 45 Days later...

The follow up meeting after transitioning out.



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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

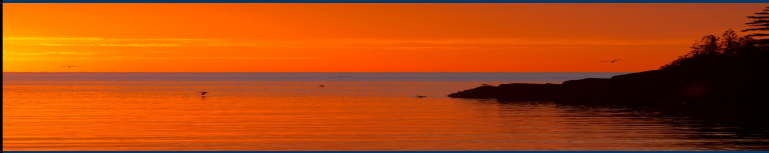

- Culture surrounding fidelity checks
- On-going PBS training requirements
- PBS and Person-Centered Training for guardians and case managers



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Questions?

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Thank you!

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