Positive Support Team

Ability Building Center

The Team

Houston County
- Helen Olson
- Sami Sherry
- Nick Rohrer
- Nicole Karl

Rochester
- Hannah Giehtbrock
- Jade Harvey
- Tori Nelsen
- Mia Falconer-Smith
- Joan McKiness

- Bethanie Bentz
- Karalee Senjem
- Devon Majerus
- Chris Gillard
- Holli Possehl

- Sarah Timmerman
- Kellie Wendland
- Kristen Lynne
Purpose, Vision, & Outcomes

**Purpose:**
To better the lives of the individuals that we serve and the staff that work at ABC by creating a positive and inclusive environment.

**Vision:**
Person Centered practices are the heart of our organization and are fully integrated into all aspects of ABC.

**Outcomes:**
Staff will feel valued and want to work at ABC.
Individuals served find their time at ABC meaningful and feel their goals accurately reflect their desires.
Spread awareness throughout the agency about person centered practices.

Vision Board
## Now Vs. Future

**Vision for Moving Forward: Status of Our Efforts Now and For the Future**

**Now**

**Develop Clear Purpose & Vision**
Purpose and vision should accurately reflect team’s goals and action plan items should be developed to support the purpose and vision.

**Status**
Achieved

**Develop Person Centered Profiles for all new staff**
The person centered profile will be completed during orientation. The profiles will be displayed in the computer room. The bulletin will also be utilized to share these profiles.

**Status**
Achieved

**Develop application for direct care staff to apply to attend the 2 day person centered training.**
By developing an application we are giving coaches the opportunity to express their interest in engaging in person centered practices. This process will allow us to learn about staff that are interested in training opportunities that we may not have previously realized.

**Status**
Achieved

**Rochester Team visit Houston County location**
In order to fully understand the needs of all locations and unify our efforts it is important that we spend time at all locations

**Status**
Achieved

## Action Plan

**Goal**

<table>
<thead>
<tr>
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<th>Purpose</th>
<th>Status</th>
</tr>
</thead>
<tbody>
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Person Centered Profiles

Bruce Remme

What Others Like and Admire about Me:
- Understanding
- Good listener
- Patience
- Open-minded
- Humorous
- Knows everyone’s name
- Great listener
- Kind to all
- Friendly
- Hardworking
- Caring

How best to Support me at ABC:
- Consolation
- Talk to them
- Have fun together and have some
- Support from team members
- Positive atmosphere
- Be friendly
- Be flexible

What’s Important to Me:
- Starting each day with a good and proactive attitude
- Having a team I can count on
- Family
- Friends
- ABC
- Fulfilling the mission of ABC
- Good cup of coffee

For Me:
- Favorite and safety for family, ABC and myself
- “Thanks again!”

Training Opportunity for Direct Care Staff

Person-Centered Thinking Training

A two-day, interactive training for acquiring and practicing effective person centered thinking skills:
- Discovering what is important TO and what is important FOR a person
- The role of rituals & routines
- The power of being listened to
- The impact of having control
- What makes sense and what doesn’t: recording all perspectives
- How to respectfully address issues of health/ safety and support choice
- How to weigh variables when matching people who receive supports and provide support
- Creating goals that help people get what is important to them while addressing what is important for them (e.g., safety).

Name:

Department: ____________________________ Date: ____________________________

Why are you interested in attending the 2-Day Person-Centered Thinking training?
## Action Plan

<table>
<thead>
<tr>
<th>Goal</th>
<th>Desired Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board Presentation</td>
<td>The board will have a basic understanding of PCT/PBS and understand what the team’s mission, vision, and goals are. By understanding the teams vision the board will be able to better assist with the team’s action plan.</td>
</tr>
<tr>
<td>All Staff Presentation on Person Centered Thinking and Positive Behavior Supports</td>
<td>Staff will have a basic understanding of PCT/PBS and understand what the team’s mission, vision, and goals are. Staff will have the opportunity to give feedback and will learn about their role in the process.</td>
</tr>
<tr>
<td>Have all Program Coordinators, Administrative Staff, and key Job Coaches attend the 2 day person centered training.</td>
<td>Attending the 2 day training will expose staff to person centered practices and allow them an opportunity to better understand the outcomes that we are working towards.</td>
</tr>
<tr>
<td>Develop agency-wide recognition practices for staff.</td>
<td>Recognition can improve staff retention and increase overall job satisfaction. We have been piloting recognition practices in certain departments but need to standardize them agency wide.</td>
</tr>
<tr>
<td>Develop a staff mentoring program.</td>
<td>ABC’s Direct-Care turnover rate was 42% in 2017. Developing a mentoring program will provide staff with positive supports outside of supervision.</td>
</tr>
<tr>
<td>Develop or partner with local agencies (MMAA, Diversity Council) to offer a Cultural Competency and Privilege training for staff.</td>
<td>It is important for staff to be culturally competent and understand how privilege plays a role in our lives and the lives of the individuals that we serve.</td>
</tr>
<tr>
<td>Make examples of each tool along with a description of when/how they should be used.</td>
<td>We will create a resource folder for staff to review examples of how Person Centered Tools are developed and how they can be utilized.</td>
</tr>
</tbody>
</table>

## Matching Profile

### Jane’s Matching Profile

<table>
<thead>
<tr>
<th>Support Needed and Wanted</th>
<th>Skills Needed</th>
<th>Personality Characteristics Desired</th>
<th>Shared Common Interests</th>
</tr>
</thead>
</table>
| - Senior Management       | - Ability to remain calm and follow protocol when Jane has seizures;
  - Ability to help Jane eat and dress herself;
  - Ability to help Jane stay on task and work on her service plan;
  - Ability to manage Jane’s daily work schedule;
  - Ability to help Jane with all work tasks;
  - A flexible schedule;
  - A comfortable environment;
  - Ability to help Jane with her hygiene;
| - Matched Jane’s needs and created a plan for her;
  - Created a schedule for Jane;
  - Expanded Jane’s social network;
  - Helped Jane with daily routines;
  - Provided opportunities for Jane to engage in meaningful activities; | - Patient;
  - Calm;
  - Able to keep calm under pressure;
  - Honesty;
  - Able to keep calm when Jane is having a bad day;
  - Able to build a strong relationship with Jane;
  - Someone that Jane can trust and enjoy;
  - Keeps commitments and can stick to a schedule;
  - Someone who is able to work late into the afternoon;
  - Someone who can still attend her outings;
  | - Music;
  - Yoga;
  - Socializing;
  - Going for walks;
  - Going to the mall;
  - Braving;
  - Flower pressing/flower arts;
  - Other arts and crafts; |
Communication Chart

Bob's Communication Chart

<table>
<thead>
<tr>
<th>When it happens</th>
<th>I do this</th>
<th>It usually means</th>
<th>And I want you to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone is vacuuming</td>
<td>I start hugging</td>
<td>The vacuum is too loud</td>
<td>Move me further away from the vacuum and give me time to calm down</td>
</tr>
<tr>
<td>You are giving me choices between 2 options</td>
<td>I nod/lean my head forward</td>
<td>I want to do that option</td>
<td>Help me do that option</td>
</tr>
<tr>
<td>You are asking me if I want a drink</td>
<td>I nod/lean my head forward</td>
<td>Answered yes to a yes/no question</td>
<td>Ask yes/no questions to figure out what I want to drink, then get that for me</td>
</tr>
<tr>
<td>You are asking me if I want to drive my chair while working</td>
<td>***</td>
<td>I am willing to drive while performing a job task at work</td>
<td>Allow me to drive my own chair and prompt me on when to stop/hurry while working</td>
</tr>
<tr>
<td>You asked me if I want to move forward</td>
<td>I respond right away by driving my chair forward</td>
<td>I am listening and focused at work</td>
<td>Continue to help me do my job</td>
</tr>
<tr>
<td>You asked me “Can you push the button one more time”</td>
<td>I nod and push the button right away</td>
<td>***</td>
<td>***</td>
</tr>
<tr>
<td>We are doing our job tasks together</td>
<td>I start hugging</td>
<td>I lost focus because something made me upset; I am frustrated, I want attention, or I am tired</td>
<td>Figure out what is bothering me and help me work through it or give me a little break/next time</td>
</tr>
<tr>
<td>Someone/something is being loud in the environment around me</td>
<td>I stop performing my job tasks ad don't follow directions</td>
<td>It is too loud and it is bothering me</td>
<td>Move me to a quieter area and let me have a breack if possible, quite whatever it is that is being loud</td>
</tr>
</tbody>
</table>

Good Day/Bad Day

Joe's Good Day

- One of the best days I have had was going to visit the Harley Davidson Showroom and assembly plant.
- When my friends at home are calm in the morning and evening.
- Getting a good night of sleep.
- Looking for a job – picking up applications, visiting possible places to work.
- Getting new stuff: Harley Davidson motorcycles, Star Wars, Star Trek, souvenirs, and figures.
- Following my routine in the morning: up at 6 am, glasses on, get dressed, make my bed (Chiefs football sheets), coffee, then breakfast, then chores.
- We watch wrestling at 7 pm on Friday night.
- Planting vegetables in my garden.
- Playing air guitar and listening to Def Leppard.
- Going out to eat, shooting pool.
- Hanging out with Linda, my staff. She is really nice.

Joe's Bad Day

- Not getting enough sleep.
- Being bored at home all day – I sit in my room or watch boring television.
- Working where there is lots of arguing – this is why I quit my last job at the workshop.
- At home, my friends arguing or too much noise.
- When Gary tells me what to do and banging on my door to tell me it is time to take my medication.
- When my friends move my stuff my room.
- Remembering sad things – and Lisa isn’t there to talk.
What’s Working/Not Working

<table>
<thead>
<tr>
<th>What’s Working</th>
<th>What’s Not Working</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Laughing</td>
<td>• Don’t like being yelled at</td>
</tr>
<tr>
<td>• Not running away from the crew</td>
<td>• Hitting someone (I never hit someone)</td>
</tr>
<tr>
<td>• Sweeping soy sauce off the floor</td>
<td>• I have to sit down in time out</td>
</tr>
<tr>
<td>• Just hang out during cleaning crew</td>
<td>• Jobs coaches telling me not to not sweep upstairs</td>
</tr>
<tr>
<td>• Break times</td>
<td>• Not getting a drink of water and a break</td>
</tr>
<tr>
<td>• Job coaches get me a drink off water</td>
<td>• Not feeling good</td>
</tr>
<tr>
<td>• Going to the public library to rent movies</td>
<td>• Standing too long</td>
</tr>
</tbody>
</table>

Mentoring Program

Sarah Timmerman

Work Skills and Strengths
• Flexible
• Strong Communication Skills
• Approachable
• Process Oriented
• Knowledgeable

Background. ABC History. Current Role
I have lived in Rochester, MN my entire life. I have one son, who is currently 16 years old. He is on the Autism Spectrum, which has added to my passion, advocacy and dedication for all individuals with varying abilities to help them reach their full potential.

I have been employed with ABC since May 2000. I began as a job coach in the Extended Employment program. During my years at ABC, I have held a variety of roles: Job Coach, Job Coach Supervisor, Vocational Evaluation Program Coordinator, Extended Employment Program Coordinator and Program Manager.

I’m currently the Director of Program Innovation where I oversee all programs at ABC and am focused on redesigning ABC programs to ensure a focus on community-based employment and person-centered practices.

Personality Characteristics
• Optimistic
• Good Sense of Humor
• Laid back
• Reliable
• Trustworthy
• Social

Interests
• Family/Friends
• Learning New Things
• Advocacy for Others
• Netflix/TV/Movies
• Road Trips
Person Centered Planning Tools Resource

Located in the clerical area so that all staff can access the tools

Staff have easy access to mentor profiles

All staff on the Positive Support Team have a sign on their door

Onsite Evaluation

Fidelity of Implementation

Onsite External Evaluation Scores
Fidelity Data

Overall Fidelity Data for ABC Minnesota Team Self-Assessment

How You Can Help

- Staff Satisfaction Survey
- Mission, Vision, and Goals Restructure
- Support & Advocacy
- Feedback
Questions?

I LOVE QUESTIONS

QUESTIONS ARE MY FAVORITE