

# 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.

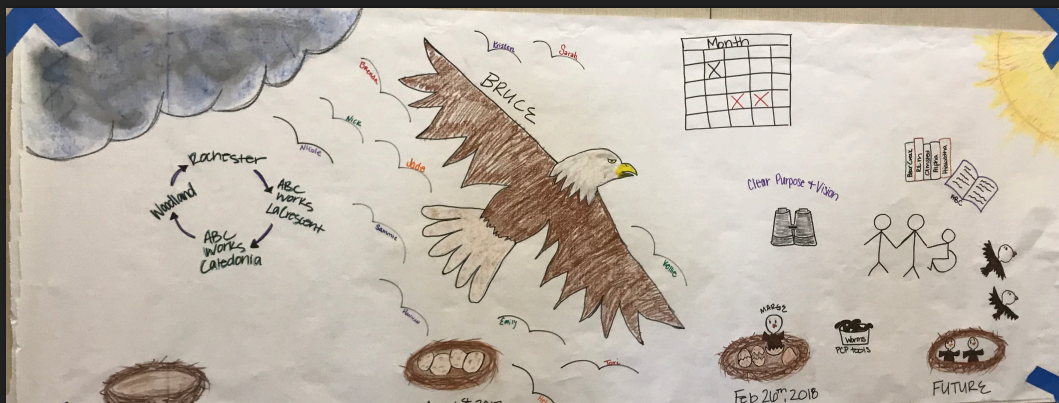
**Outcomes:**

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

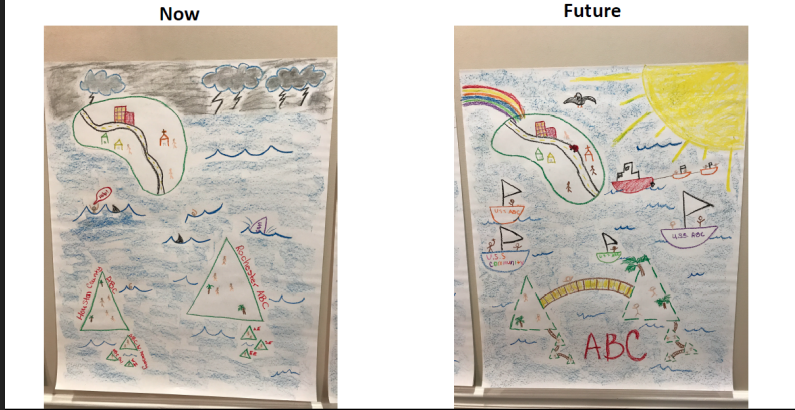
Spread awareness throughout the agency about person centered practices.

# Vision Board



# Now Vs. Future

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



# Action Plan



Goal	Purpose	Status
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.	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.	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.	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	Achieved

# Person Centered Profiles

## Bruce Remme

### What Others Like and Admire About Me

- ◆ Understanding
- ◆ Good listener
- ◆ Positive
- ◆ Open minded
- ◆ Involved
- ◆ Knows everyone's name
- ◆ Great Leader
- ◆ Kind to all
- ◆ Friendly
- ◆ Hard working
- ◆ Caring



### How best to Support me at ABC

- ◆ Communication
- ◆ Think tank time
- ◆ Time to be alone and have some quiet time
- ◆ Respect from team members
- ◆ Positive atmosphere
- ◆ Great teamwork
- ◆ Flexible schedule



### What's Important...

#### To Me:

- ◆ Starting each day with a goal and positive attitude
- ◆ Having a team I can count on
- ◆ Family
- ◆ Friends
- ◆ ABC
- ◆ Fulfilling the mission of ABC
- ◆ Good cup of coffee

#### For Me:

- ◆ Security and safety for family, ABC and myself
- ◆ Time to myself



Date Completed: 3/29/2018

# 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



Goal	Desired Result
Board Presentation	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.
All Staff Presentation on Person Centered Thinking and Positive Behavior Supports	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.
Have all Program Coordinators, Administrative Staff, and key Job Coaches attend the 2 day person centered training.	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.
Develop agency-wide recognition practices for staff.	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.
Develop a staff mentoring program.	ABC's Direct-Care turnover rate was 42% in 2017. Developing a mentoring program will provide staff with positive supports outside of supervision.
Develop or partner with local agencies (IMAA, Diversity Council) to offer a Cultural Competency and Privilege training for staff.	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.
Make examples of each tool along with a description of when/how they should be used.	We will create a resource folder for staff to review examples of how Person Centered Tools are developed and how they can be utilized.

# Matching Profile


Jane's Matching Profile			
Support Needed and Wanted	Skills Needed	Personality Characteristics Desired	Shared Common Interests
- Seizure Management	- Ability to remain calm and follow protocol when Jane has seizures	- Patience - Chatty- can keep Jane entertained and engaged throughout the day	- Music - Yoga
- Help with toileting Jane	- Ability to lift Jane onto the toilet; Having a good relationship with Jane so she trusts you to help her with this	- Respectful - Demonstrates a kind and positive attitude - Mature	- Socializing - Talking about family and friends
- Ability to help Jane do her job at IBM	- Ability to help Jane attach and use her adaptive sprayer; - Ability to manage her daily work schedule and help her with all work tasks	- Able to keep calm under pressure (Ex. when Jane is having a seizure) - Able to keep calm when Jane is having a bad day otherwise - Able to build a strong relationship with Jane	- Going for walks - Going to the mall - Bowling - Flower pressing fiber arts
- Ability to accompany Jane on daily outings	- A flexible schedule; - Creativity; strength to help Jane with yoga	- Someone that Jane can trust and enjoy - Keeps commitments and can stick to a schedule	- Other arts and crafts
- Keep Jane looking presentable all day	- Ability to help change Jane's clothes if they get dirty;	- Someone who is able to work later into the afternoon, so that Jane can still attend her outings	
- Assistance in feeding Jane	- Ability to monitor for Choking; Cutting up food	- Someone who doesn't smoke	

# Communication Chart

Bob's Communication Chart			
When this happens	I do this	It usually means	And I want you to
Someone is vacuuming	I start tensing (clenching teeth, straining neck/face muscles)	The vacuum is too loud	Move me farther away from the vacuum and give me time to calm down
You are giving me choices between 2 options	I nod/lean my head forward	I want to do that option	Help me do that option
You are asking me if I want a drink	I nod my head forward	I answered yes to a yes/no question	Ask yes/no questions to figure out what I want to drink, then get that for me
You are asking me if I want to drive my chair while working	""	I am willing to drive while performing a job task at work	Allow me to drive my own chair and prompt me on when to stop/turn while working
You asked me if I want to move forward	I respond right away by driving my chair forward	I am listening and focused at work	Continue to help me do my job
You asked me "Can you push the button one more time"	I nod and push the button right away	""	""
We are doing our job tasks together	I start tensing and don't follow directions	I lost focus because something made me upset, I am frustrated, I want attention, or I am tired	Figure out what is bothering me and help me work through it or give me a little break/ rest time
Someone/something is being loud in the environment around me	I stop performing my job tasks and don't follow directions	It is too loud and it is bothering me	Move me to a quieter area and let me have a break  If possible, quite whatever it is that is being loud

# Good Day/Bad Day

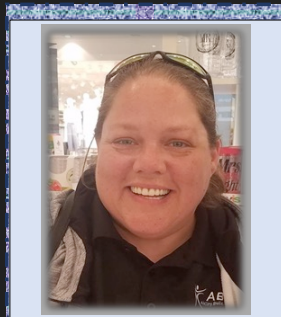


Joe's Good Day	Joe's Bad Day
<ul style="list-style-type: none"> <li>• One of the best days I have had was going to visit the Harley Davidson showroom and assembly plant.</li> <li>• When my friends at home are calm in the morning and evening</li> <li>• When my room is safe - no one touches my stuff</li> <li>• Getting a good night of sleep</li> <li>• Looking for a job - picking up applications, visiting possible places to work</li> <li>• Getting new stuff: Harley Davidson models, Star Wars, Star Trek movies and figures</li> <li>• Following my routine in the morning: up at 4am, glasses on, get dressed, make my bed (Chiefs football sheets), coffee, then breakfast, then chores</li> <li>• We watch wrestling at 7pm on Friday night</li> <li>• Planting vegetables in my garden </li> <li>• Playing air guitar and listening to Def Leopard</li> <li>• Going out to eat, shooting pool</li> <li>• Hanging out with Linda, my staff. She is really nice.</li> </ul>	<ul style="list-style-type: none"> <li>• Not getting enough sleep</li> <li>• Being bored at home all day - I sit in my room or watch boring television.</li> <li>• Working where there is lots of arguing - this is why I quit my last job at the workshop</li> <li>• At home, my friends arguing or too much noise!</li> <li>• When Gary tells me what to do and banging on my door to tell me it is time to take my medication</li> <li>• When my friends move my stuff my room</li> <li>• Remembering sad things - and Lisa isn't there to talk.</li> </ul>

# What's Working/Not Working

What's Working	What's Not Working
<ul style="list-style-type: none"> <li>• Laughing</li> <li>• Not running away from the crew</li> <li>• Sweeping popcorn off the floor</li> <li>• Just hang out during cleaning crew</li> <li>• Break times</li> <li>• Job coaches get me a drink of water</li> <li>• Going to the public library to rent movies</li> </ul>	<p style="text-align: center;"><b>Annie</b></p> <ul style="list-style-type: none"> <li>• Don't like being yelled at</li> <li>• Hitting someone (I never hit someone)</li> <li>• I have to sit down in time out</li> <li>• Job coaches telling me not to not sweep popcorn</li> <li>• Not getting a drink of water and a break</li> <li>• Not feeling good</li> <li>• Standing for too long</li> </ul>
<ul style="list-style-type: none"> <li>• Allowing Annie to buy a cookie every other day</li> <li>• Annie telling stories in an inside voice</li> <li>• Not asking too much of Annie</li> <li>• When the job coach speaks calmly to Annie in a positive way/manner</li> <li>• Responding to Annie when she's asking a question</li> </ul>	<p style="text-align: center;"><b>Annie's Job Coaches</b></p> <ul style="list-style-type: none"> <li>• Asking too much of Annie</li> <li>• Demanding her to do other tasks</li> <li>• Not responding to Annie in a respectful manner</li> <li>• Yelling at Annie</li> </ul>
<ul style="list-style-type: none"> <li>• Annie becoming more independent in wiping off door handles</li> <li>• Annie's current schedule</li> <li>• When Annie follows directions at Dooley's</li> <li>• When Annie tells me a story during downtime</li> <li>• When Annie tries new tasks</li> <li>• When Annie makes healthy choices</li> <li>• Annie getting a treat sometimes</li> <li>• Annie's sweeping</li> <li>• When Annie tells her staff where she is going</li> </ul>	<p style="text-align: center;"><b>Annie's Program Coordinator</b></p> <ul style="list-style-type: none"> <li>• When Annie buys a treat every day</li> <li>• When Annie leaves the crew without telling them where she is going</li> <li>• When Annie cuts in front of people in line</li> <li>• When Annie runs where it is dangerous (wet floors, small areas)</li> <li>• When Annie cries instead of using her words</li> <li>• When Annie touches her face while she has gloves on</li> </ul>

## Mentoring Program



**Sarah Timmerman**

### 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.

### Work Skills and Strengths

- Flexible
- Strong Communications Skills
- Approachable
- Process Oriented
- Knowledgeable

### Personality Characteristics

- Optimistic
- Good Sense of Humor
- Laid-back
- Reliable
- Trustworthy
- Social

### Interests

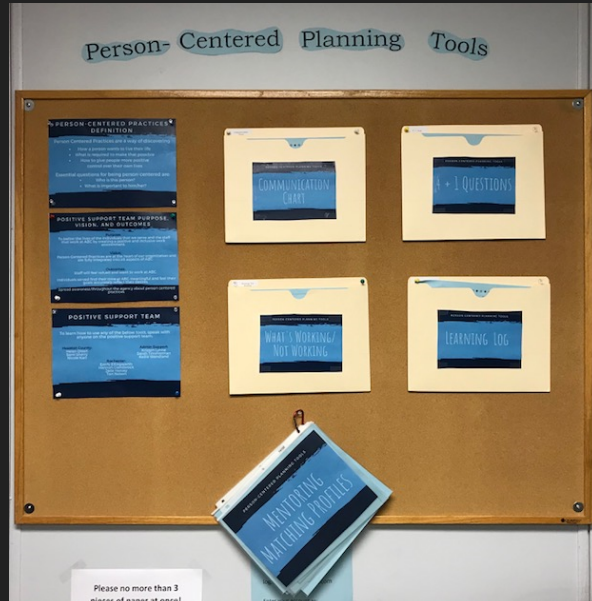
- Family/Friends
- Learning New Things
- Advocacy for Others
- Netflix/TV/Movies
- Road Trips

## Person Centered Planning Tools Resource

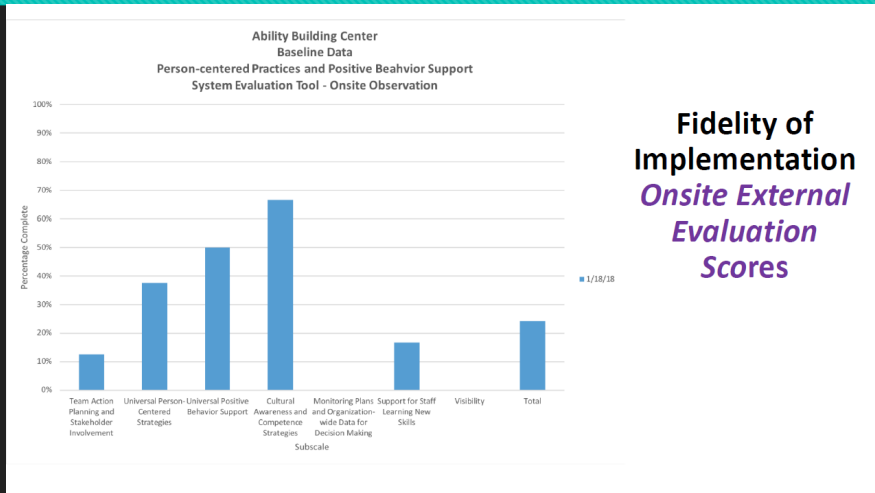
Located in the clerical area so that all staff can access the tools

Staff have easy access to mentor profiles

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



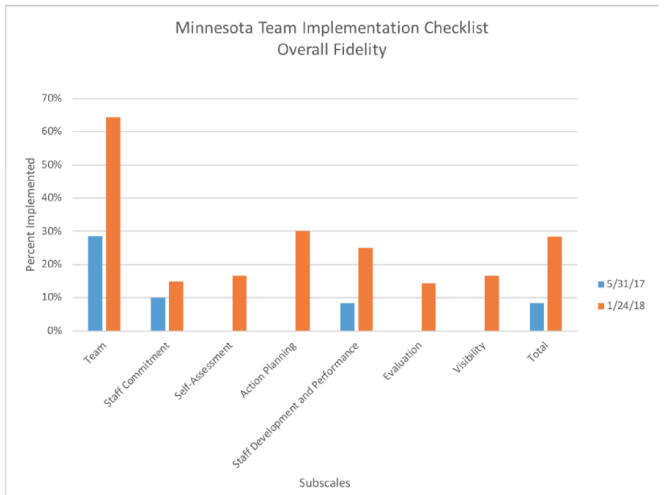
## Onsite Evaluation





## Fidelity 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?

