

# Home and Community-Based (HCBS) Modules on Person-Centered Organizations

## Day 3

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University of Minnesota



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# Today's Schedule

- |               |   |
|---------------|---|
| 9:00 - 10:15  | Review of the MN Team Checklist from Day 2<br>Examples from Minnesota |
| 10:15 - 10:30 | Activity break  |
| 10:30 - 11:30 | Problem solving and using data to guide decisions                     |
| 11:30 – 11:45 | Activity break  |
| 11:45 – 12:00 | Opportunities for next year for small organizations                   |



# Today's Presentation

**The goal is to provide you with information about....**

- Quick review of how to use the MN Team Checklist
- Examples from Minnesota Organizations
- Using data to problem solve when things aren't working
- Opportunities for next year for small organizations



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# Quick Review From Other Training Days









# Welcome to Minnesota Positive Supports Website

Search MNPSP

This website is for: All people want to be respected, have



# MNPSP.ORG Training Hub

## Training Materials



**HCBS Modules**

[Go to HCBS Modules](#)



**MN Community of Practice**

[Go to MN Community of Practice](#)



**Implementation Resources**

[Go to Implementation](#)



**Universal Social Skills Resources**

[Go to Universal Resources](#)



**Positive Social Strategies**

[Go to Positive Social Strategies](#)



**Regional Contacts and Collaboration**

[Go to Regional Contacts...](#)



**PBS Intensive Training Materials**

[Go to PBS Intensive Trainings](#)



**PBS Notebook**

[Go to PBS Notebook](#)



Steps for Moving Forward	Who is Involved	Targeted Completion Date
<u>Complete Module 4</u>	Add yourself (and others?)....	May 17, 2022
<u>Complete Module 5</u>	And yourself (and others?)...	May 17, 2022
<u>Complete Module 6</u>	And yourself (and others?)...	May 17, 2022



# Review of HCBS Resources

## Visit the Module 4 Resource Page

- Visit the Module 4 Resource Page and pick out 3 links that look interesting
- Are there resources that you want to share with others?
- Did you find tools that might be useful?



## Past Examples of Helpful Links

51

**How to Share (meetings,  
email, etc.)**

**Who to Involve**

**Targeted  
Completion  
Date**

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# Goals for May

## Assessment

- Review the strengths of your work you are doing
- Write down 3 strengths to celebrate
- Write down 3 areas to grow
- Make a list of the types of information you can use to assess how you are doing
- Need ideas? [Visit Module 4 Resources](#)

## HCBS Modules

- Review Module 4
- Review Module 5
- Review Module 6
- Check out the DHS HCBS Toolbox





**Major Messages....**  
**“It’s a Marathon Not a Sprint.”**

**“Change is a  
process  
not an  
event.”**

**-Barbara Johnson**



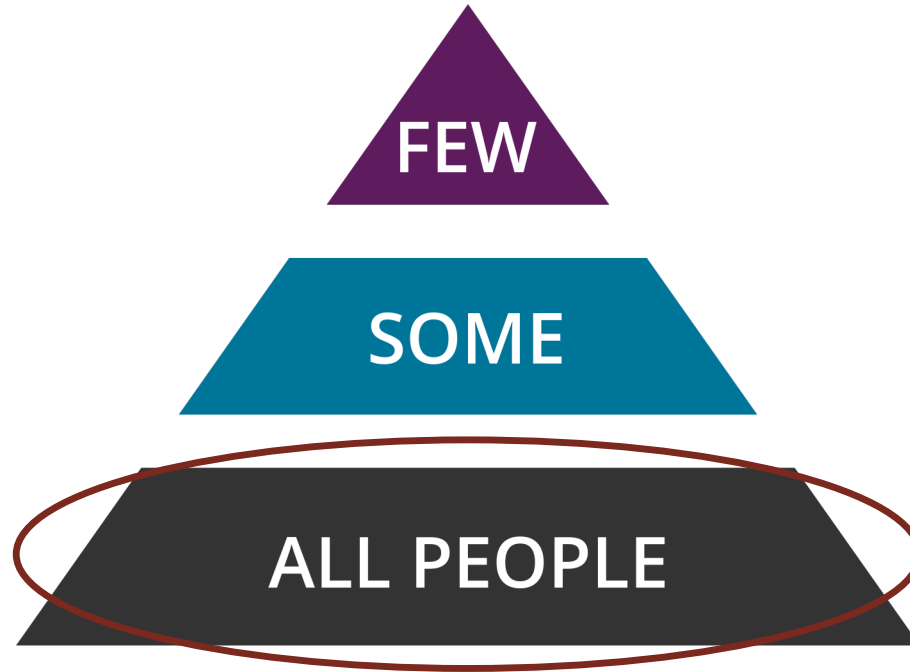
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# Avoiding the “One-Shot Workshop”

- If you are spending money on training make sure it sticks
- Figure out ways to embed training, change policy, provide coaching...
- Use the data to assess how you are doing



# Review of Universal Strategies



# Getting Started or Continuing Our Efforts

- Form an Organization-wide Team That Represents All Stakeholders
- Assess Readiness and Buy in
- Complete a Self-assessment
- Create an Action Plan
- Use Data for Decision Making
- Make Changes to Improve Outcomes



# Teams Are All Different....

**A small organization supporting only a few people in a residential setting might include...**

- Administrator/leaders
- One person supported
- One or more staff
- Employment organization representative

**A family support an adult child might include....**

- One or more parents
- The person supported
- Staff members

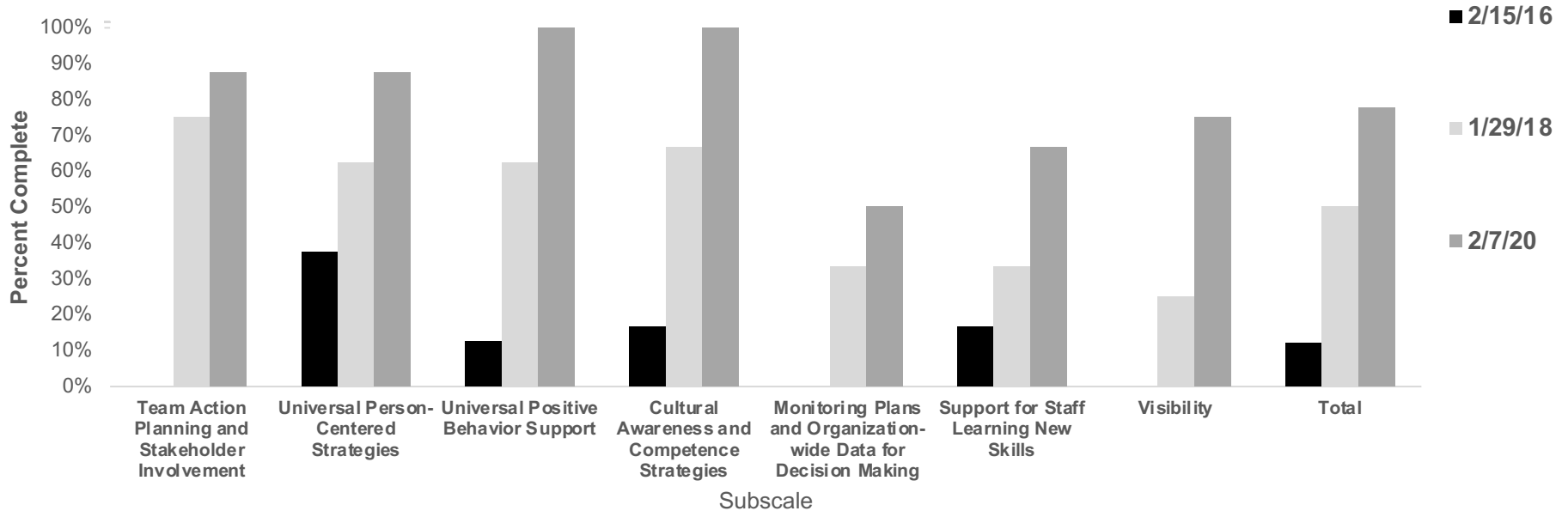
Case manager



# Focus of Day 2: Minnesota Team Checklist



## Residential and Employment Organization Tiered Onsite Evaluation Tool



\* Data collected for Agency disrupted in 2019 due to staff attrition issues



People  
Supported

People Who  
Provide Supports

Vision for  
Future

Organization

Community

**Create a Vision Across 4 Areas**



# Outcome Statements

- **Outcomes for People Who Receive Support:**
  - People who receive support drive their own plans and services
- **Outcomes for Employees/Staff:**
  - Staff understand person centered thinking are working for/with the person receiving supports
  - Staff feel valued and want to work at our organization
- **Outcomes for Organization:**
  - Our organization will match staff with person receiving supports
- **Outcomes for Community:**
  - Community members will be excited to welcome, participate, engage, with our organization and person receiving support)



## Organization-wide Annual Action Plan (Provider Agency Examples)

Date: May 10, 2016

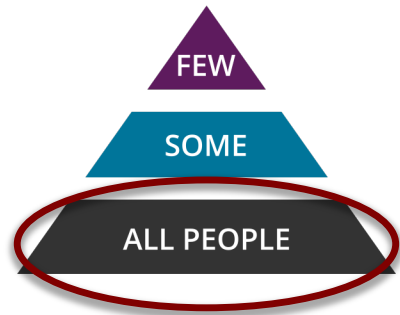
Team Members: Alice, Amy, Jane, Steve, Bella, Joe

### Make it a Routine:

Capturing your actions at each meeting makes it easier to remember and what steps are completed

	Who	By When	Status Update
-	Coach	10/1/16	
-	Coach	10/1/16	
	Coach, person & circle of support	3/1/17	In progress Sept 2016 2016
	Brandon		
	Who	By When	Status Update
	Steve	October, 10 2016 2016,	Completed
	Jane/Team	Sept, 2016 2016	Completed
	Coaches/Leaders	August 15, 2016 2016	In Progress
	Who	By When	Status Update
-	Alice and Andy	July 31, 2016 2016	Not Yet Started
-	Brandon, Kayla & Nicole	July 31, 2016 2016	Not Yet Started
	Steve	October, 2016 2016	Completed





## Examples of *Person-Centered* Universal Actions You Can Take

- Include Person-Centered Thinking or LifeCourse Tools in staff training
- Coach staff as they try new strategies
- Change documents so they are more person-friendly (remove "consumer," "client")
- Add content in regular meetings or other communication strategies
- Reach out to other organizations working on person-centered practices



# Build in Ongoing Coaching and Mentoring

## Examples from Minnesota Organizations

- Organize coaching supports so that all staff receive support
- Create a plan that is driven by staff
  - Create a list of activities
  - Complete and talk with coach
  - Keep track of progress on tools
- Coaches meet regularly to share progress and problem solve
- Intranet for sharing information
- Visual reminders to use PCT Tools
- Assess whether staff changes are occurring





**Most Organizations are Integrating Multiple Positive Supports**



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# Positive Supports

## Definition

- Practices that are driven by person-centered, family centered and/or community centered values
- Are evidence-based practices – are proven using research
- Include strategies for ongoing assessment
- Are often used in combination

## Examples

- Assertive Community Treatment
- Positive Behavior Support
- Applied Behavior Analysis
- Trauma Informed Cognitive Behavior Therapy
- Motivational Interviewing
- Dialectical Behavior Therapy
- Mindfulness/Meditation





# Two Minnesota Team Stories: Person-Centered Practices & Positive Behavior Support

## Person-Centered Practices

- Self-Assessment/Action Plan Items
- Vision – Now and In Future
- Outcome Statements
  - People Supported
  - Employees
  - Organization
  - Community
- 3-Year Backward Planning
- History Map
- Tools & Coaches



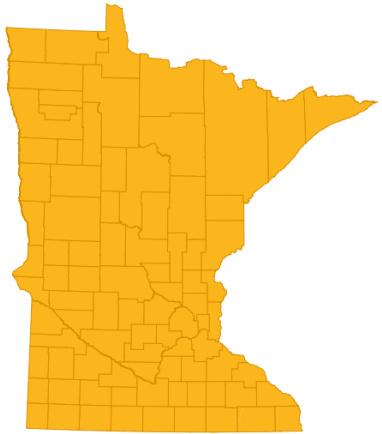
## Positive Behavior Support

- Self-Assessment/Action Plan
- Consensus-Based Sharing and Problem Solving
- Social Skills Matrix
- Strategies for Reinforcing Social Skills
- Observations of Implementation
  - Person-Centered
  - Social Skills and Engagement
- Introduction to Data-Based Decision Making



# Minnesota Example 1

Residential and Employment Organization



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# Self-Assessment and Action Planning: Provider Organization

## Team Roles

- 17 Organization-wide Team Members
- 2 Key Contacts
- 12 Coaches
- 4 PBS Facilitators (in training)
- 1 Person Centered Thinking Trainer (in training)

## Monthly Team Meetings

### Implementation Areas Targeted

- Integrate Person-Centered Thinking
- Implement PBS Tiered Model

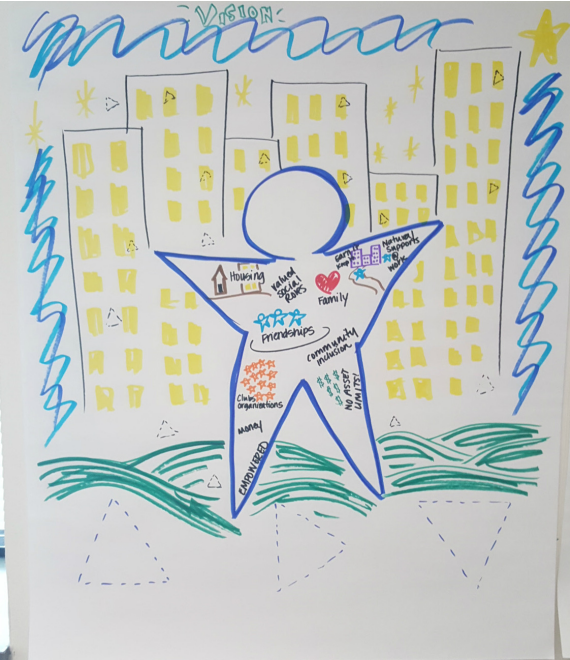


# Provider Organization – Residential Supports

Now



Future



# Outcome Statements for Organization

## **Outcomes for People Who Receive Support:**

All people will lead a meaningful life.

## **Outcomes for Employees/Staff:**

Employees will use person-centered thinking as their first language.

Employees will demonstrate the core values in all areas of service delivery and in their interactions with each other.

## **Outcomes for Organization:**

Trillium Services will invest the time and resources to make sure it has the adequate numbers of staff trained in positive support.

Trillium Services will invest in their employees through coaching, mentoring, training, and facilitating person-centered thinking skills.

## **Outcomes for Community:**

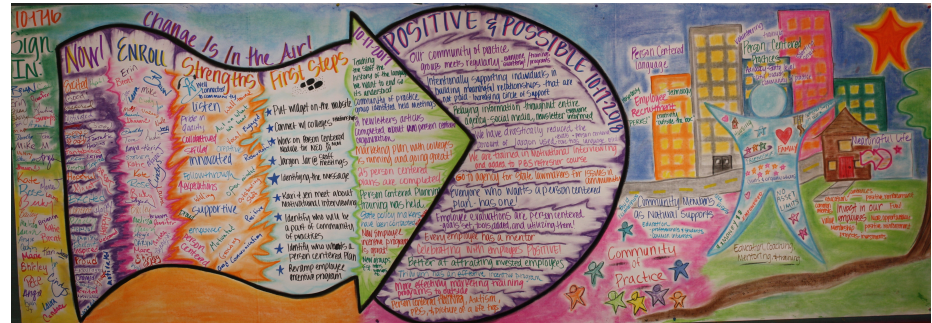
The community embraces its role as a natural support.

Trillium will offer opportunities for community members to be educated in person centered practices.



# Action Plan Examples

- PATH Completed With All Stakeholders
- Used Newsletter to Share Information
- Coaches are Mentoring Staff
- 4 Total PBS Facilitators in Training
- 25 Person-Centered Plans
- 1 PCT Trainer
- PATH/MAPS Facilitator Training
- Working on Piloting Matrix in Residential Setting
- Revamp Staff Incentive Program
- Implement Matrix in Pilot Areas
- Annual Celebration
- Policy Reviews to:
  - Insert Person-Centered Language
  - Remove Jargon



ORGANIZATIONAL CHANGE STAKEHOLDERS PATH  
OCTOBER 17TH 2016



# Brainstorming Our Values: What Behaviors Will We See?

- Brainstorm a list of values
- List the routines and settings
- Vote on 3 to 5 most popular values
- Make a list of the settings or routines where these values will be observed
- Define what the social behaviors look like that show each value in each setting or routine
- Create a plan to teach, practice, prompt behaviors
- Choose how to celebrate when social behaviors are aligned with values



# What Person-Centered Values Mean to Me

	Cleaning	Meal Prep	Cleaning up After Dinner	Grocery Shopping
Respect	Get chores done on time, before dinner	Say, "thank you". Offer each other compliments on good food.	Honor each other's process, but keep up the timeline.	Tell the other person if you are not going grocery shopping. Watch for other people's feet while driving the cart. Be OK with what the other person picks out.
Kindness	Say, "thank you" or, "that looks good".	Assist each other in looking up new recipes on the tablet.	Ask if help is needed	Learn how to make the grocery list. Do the grocery list together. Pick-up something your roommate might like.
Helpfulness	Maybe get a kudos board. Offer to bring supplies if needed.	Offer to teach each other cooking skills	Rinse your plate. Clear your dishes. Put away someone else's dishes.	Help carry the groceries in from the car. Help make the list.
Communication	Look at the calendar so you don't have to remind each other. Let your great work speak for itself (No need to talk about what you did)	Look at calendar to know what is going on. Learn the likes and dislikes of each other. Ask the likes and dislikes of each other.	Tell each other if you need to switch days.	Tell your roommate if you are not going shopping. Look at the calendar to see whose day it is.



# Celebrating Progress Together

- Each time a behavior is observed
- Write down the behavior on a strip of paper
- Create a paper chain
- Placed in the living room
- When the chain reaches across the wall we celebrate
- Choose how to celebrate success

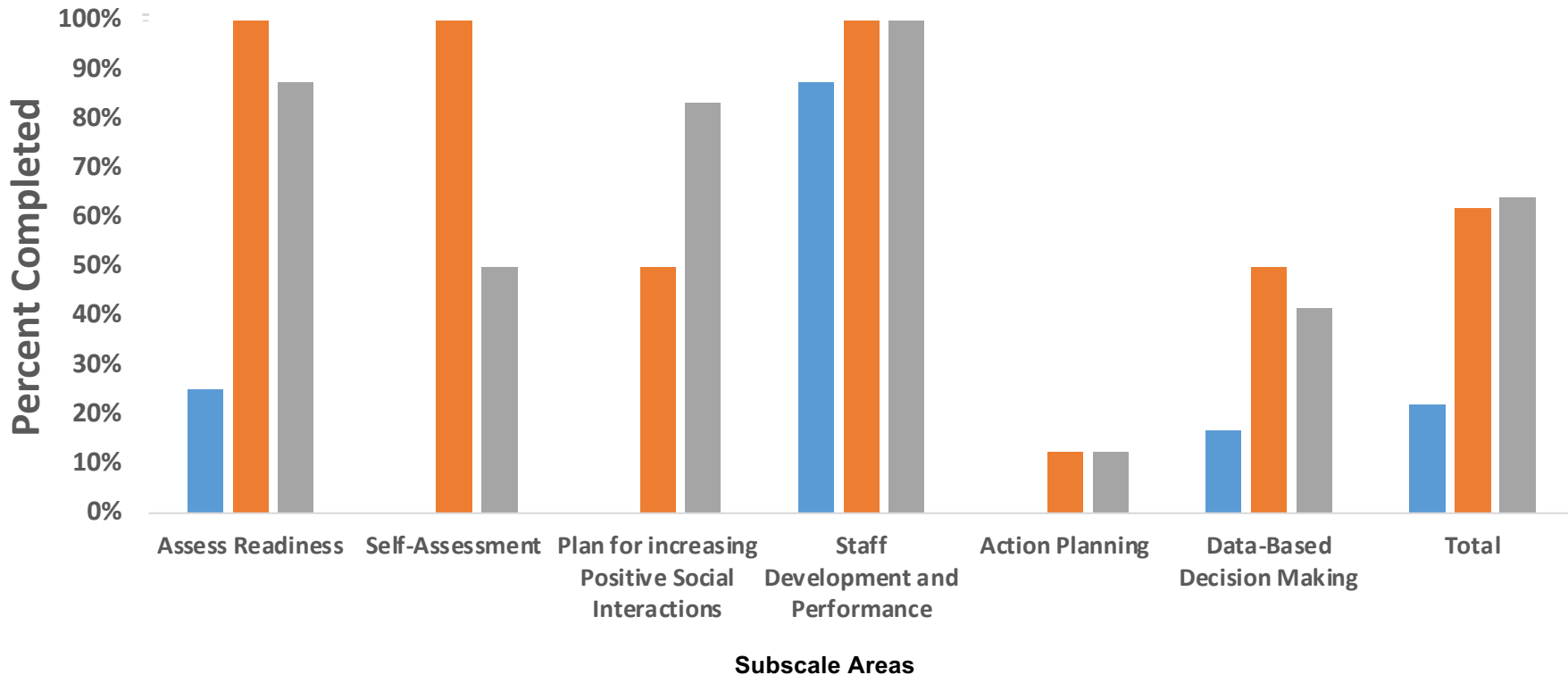






# Minnesota Team Implementation Checklist

## Provider Organization

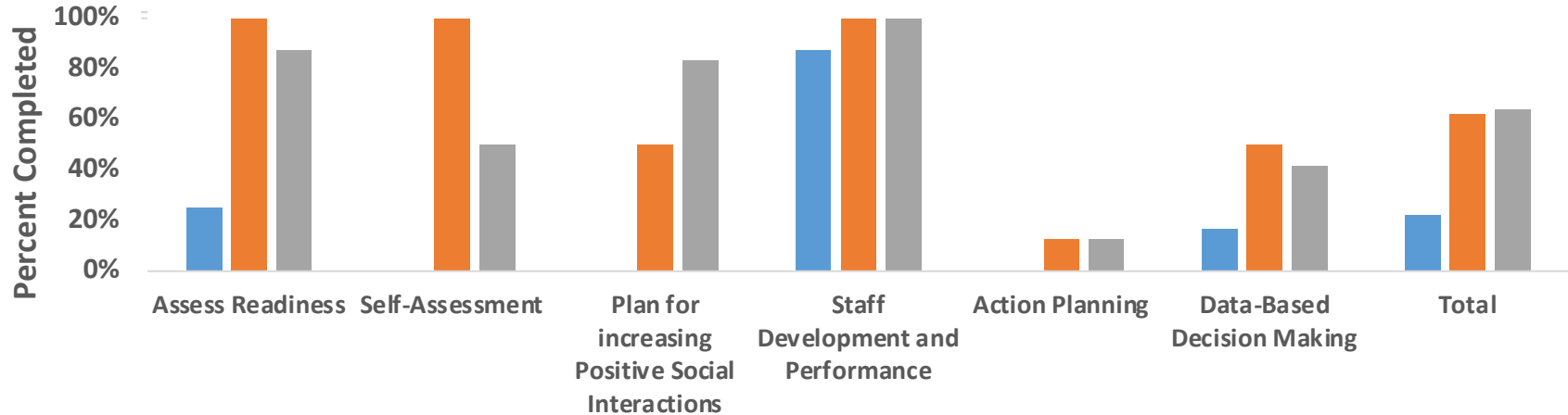




# What Can They Celebrate?

## What Areas Can They Work Improve?

Minnesota Team Implementation Checklist  
Provider Organization



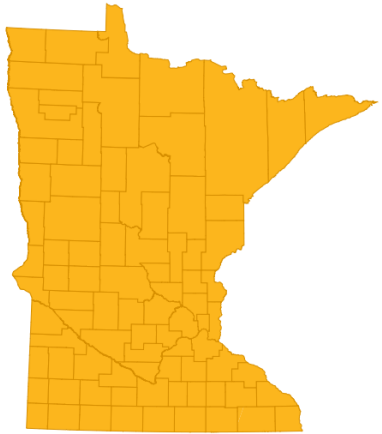
# BREAK 15 MINUTES



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# Minnesota Example 2

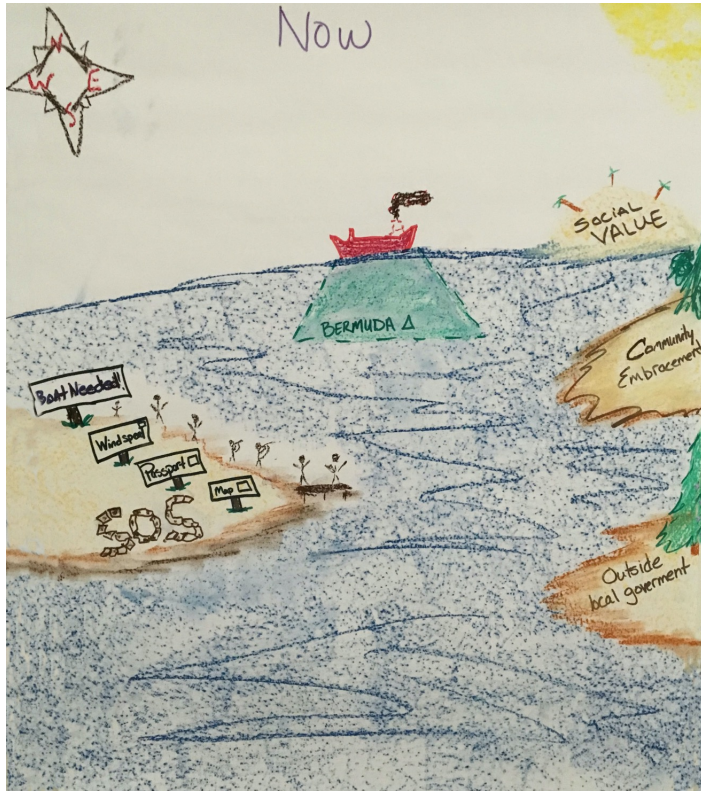
Residential and Employment Organization



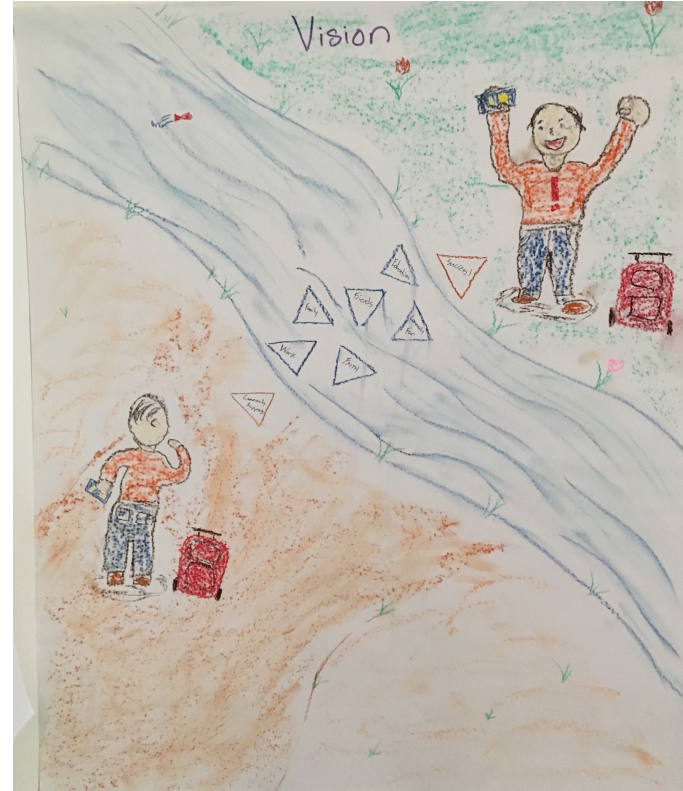
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# Now



# Future



# Team Progress: 6+ Years

- 12 team members
- 3 key contacts
- 30 PCT coaches
- 5 Picture of a Life (person-centered plan) Facilitators
- 4 staff completed PBS Facilitator training
- 3 staff are actively facilitating PBS plans
- 5 PBS Matrix examples (defining person-centered values)



# Outcome Statements

## Outcomes for People Who Receive Support

- People who receive support feel respect, acceptance, and value in the community.
- People who receive support drive their plans and services.

## Outcomes for Employees/Staff

- Staff understand person centered thinking and are working for/with the person receiving supports.
- Staff feel valued and want to work at SSL.

## Outcomes for Organization

- SSL will match staff with person receiving supports.
- Organization will restructure the way services and supports are provided.

## Outcomes for Community

- Community members will be excited to welcome, participate, engage, with SSL and person receiving support.
- Community members expand awareness of mental health.





# Action Plan Example

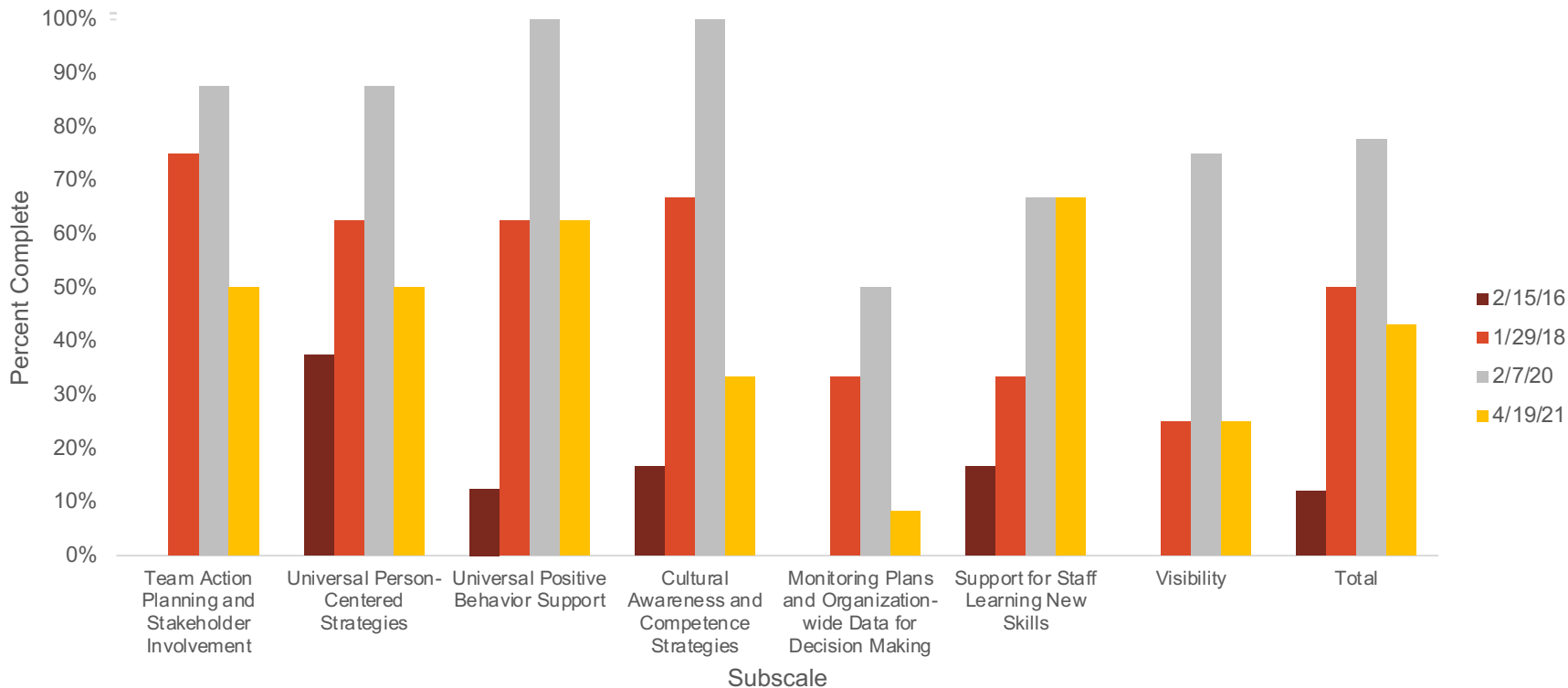
Overall Management Activities	Who	By When	Status Update
Last 30 minutes of Wednesday Meeting used for PC/PS Grant Discussion	ALL	Start 7/27/16	Achieved/In progress, 1/12/17 need to look at accomplishing one task at each meeting, setting assignments to comment next meeting, look at different meeting locations, flip charts/post it notes
Exit Interviews	Anyone with Employees	Start Friday 7/22/16	Completed- distributed to all supervisors/managers 7/26/16, 1/12/17 look at if these are being done Picked dates of 11/11 and 11/18, need to work on agenda and get marketing about it out by 10/30/16
Pancake Breakfast, changed to staff role out pizza	Team Member Assistance	10/31/16	Completed both roll outs as of 1/12/17
Staff matching pilot- determine plan for pilot and start system	Key Contacts, Team	10/31/16	Will meet on 8/1/16 at 10:30am to develop action plan
Leadership training		12/31/16	In progress, completed, DP in progress
Meet & Greet site visit with politician	Steve, Anna, John	11/14/16	Nothing done as of 1/12/17
Police Department Outreach	Lana, Steve	10/1/16	2 came to ice cream social First One completed 1/12/17
Booth at SLC Health & Human Services Conference	Anna	7/1/17	Waiting for email response from Mary Bridget Lawson, missed out on 2016 conference, will look at attending 2017
Neighborhood gathering (Ice cream social Appreciation Event for police, fire department, etc)	Lana, Bob, Rae	8/30/16	Completed, 2 police came
Policy language revision	HR, Lana	Monthly	In progress



	Pre-DP	Arriving @ DP	In Class	Break Times	Lunchtime
Respect	Communicate thoroughly	Being Prepared & Communicate	Be Prepared & Be on time	Clean up, Be Timely, & Communicate Respectfully	Clean up & Be Timely
Inclusion	Motivate on an individual level	Communicate and work as a team	Participate and hear one another	Involve Everyone	Communicate your needs Encourage Sociability
Support	Communicate with one another Prep necessary items (Meals, Meds, Phone, etc)	Communicate and have a plan	Be Involved, Limit Interruptions	Help each other be timely Communicate your breaks with others	Be Timely, Help each other Encourage Sociability
Empathy	Be understanding	Be Flexible & Offer Choices	Make it fun, Know your audience	Involve Everyone, Communicate Respectfully	Help each other



# Person-centered practices and Positive Behavior Support Tiered Onsite Evaluation Tool



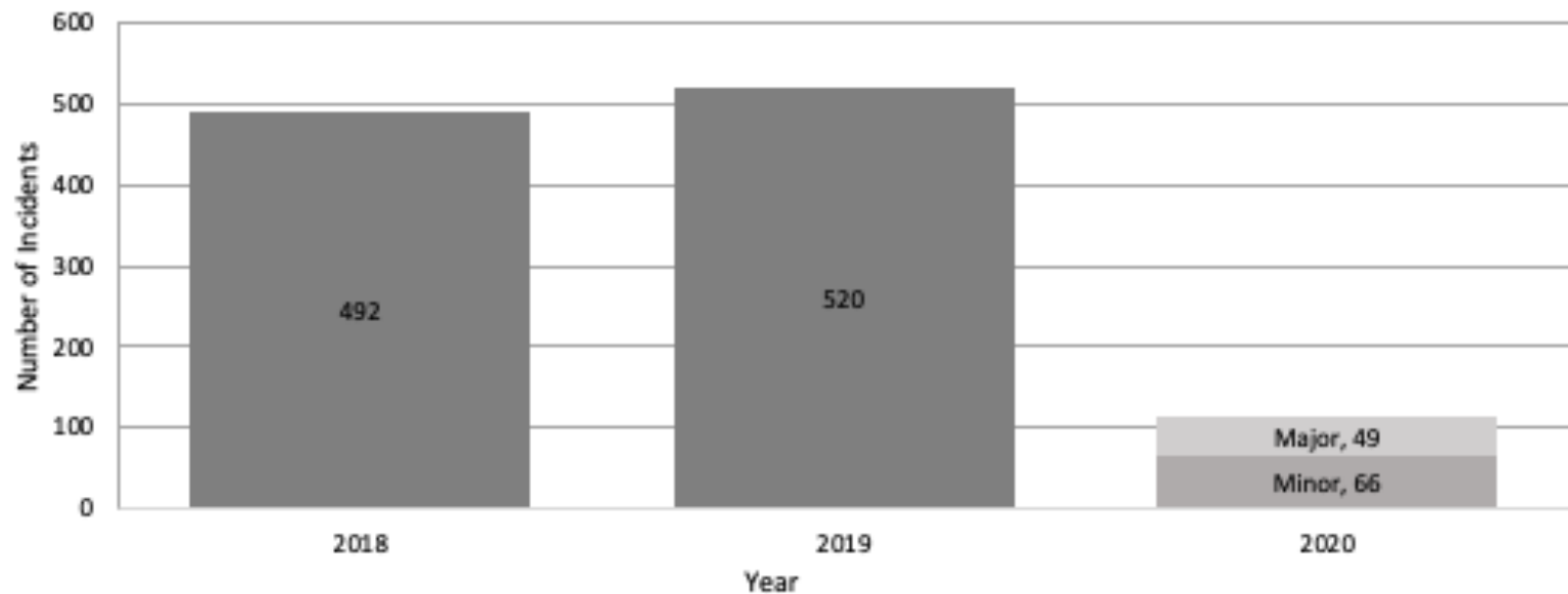
# Build a Plan to Observe Staff During Supervision Visits

- Added an observation form to use when supervising staff
- Person-centered behaviors observed included:
  - Active listening
  - Empathic responses
  - Including people in conversations
  - Person-centered behaviors modeled or prompted
  - Recognizing and celebrating positive social behaviors
- Celebrate positive observations
- Target areas to work on together

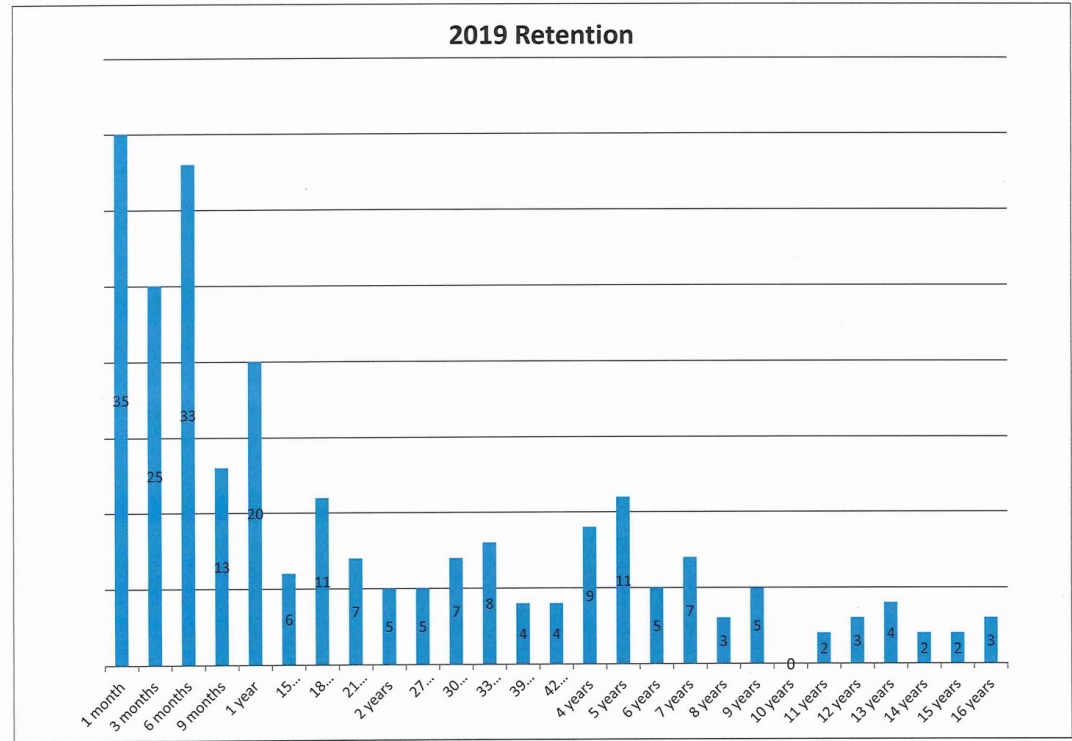
## Positive Social Strategies Self-Assessment Checklist



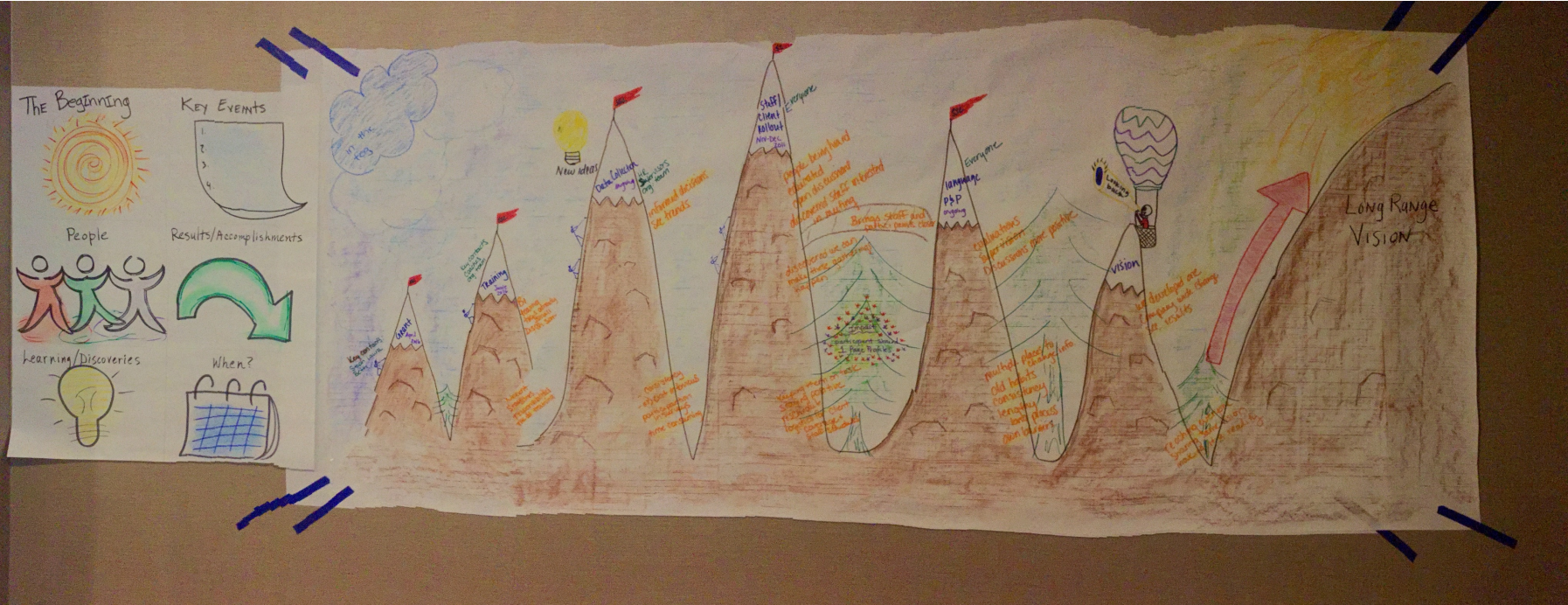
## Number of Incidents Per Year



# Staff Retention Data for the Organization



# History Map



# Helpful Resources

- [Create a Matrix](#)
- [Matrix Examples](#)
- [Positive Social Strategies Self-Assessment Checklist](#)
- [Exercises for Nonjudgmental Thinking](#)
- [Empathy in Action](#)
- [Conflict Resolution Self-Assessment](#)
- [Community Mapping Tool](#)

**Find more resources for teaching social skills [MNPSP Website](#) – [Universal Social Skills](#)**





# List Ideas You Can Add to Your Work

21

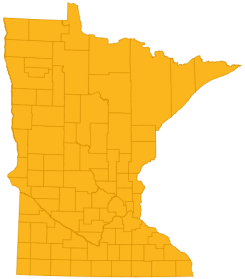
**Ideas to Try**

**Who to Involve**

**Targeted  
Completion  
Date**




# Team Problem Solving



# Challenge For All Organizations

## Challenges Related to Becoming Person-Centered ....

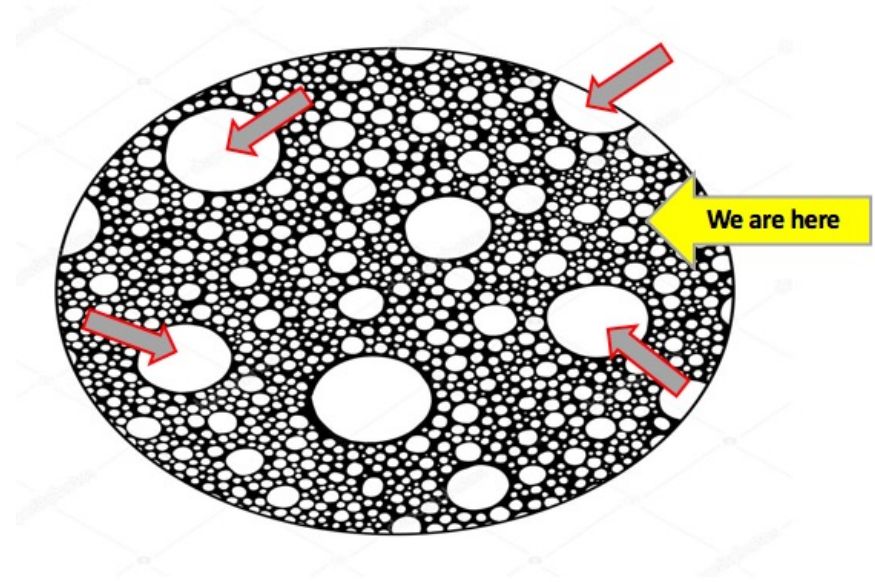
- Can't release staff to attend training
- No resources available to pay for trainers
- Difficult to invest in internal training
- It can be difficult to collaborate
- Staff shortages/turnover makes it difficult to invest in training days



# It is Not Easy to Be Person-Centered All of the Time....

## The Reality is...

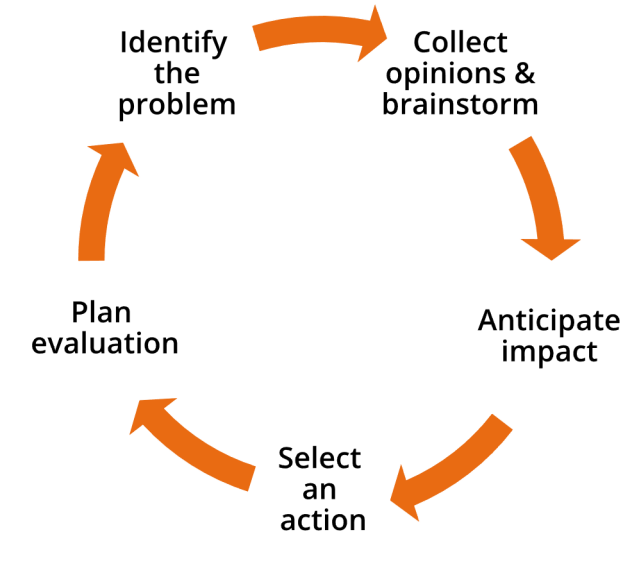
*We often have windows of time where we do well and other times that maybe aren't so person-centered*



# Review of Last 2 Modules

## Module 7: Evaluation

## Module 8: Problem Solving



# Problem Solving Discussion

- **Person-centered practices** is can involve risk
  - Read [Ted's Story](#)
- In the Chat (or you can tell us).....share examples (de-identified!) of challenges you have encountered with person-centered practices related to risk



# Strategies for Problem Solving

- **Resistance** is telling you something- Find out what it is
  - Reasons for Resistance
  - Include everyone in decision making
  - Assess how many people are ready to try a new practice
- Consider whether Groupthink is part of the issue
  - Use data to guide decision making
  - Reflect on how cultural values in the group are having an impact
  - Make sure you have diverse points of view represented



# Challenges Can Occur Due to Different Values and Beliefs Held by People

- Integrate **cultural responsiveness** into everything
  - Move beyond annual cultural diversity workshops....
  - We all have cultural differences (race, ethnicity, religion, class, gender preferences, family values, geographic
  - There really is a “Minnesota Nice”
- Embrace **cultural humility**
  - We cannot know everything about a person
  - Work on awareness of our own values and how they impact our behavior





# Even More Strategies for Problem Solving

- **Building Relationships**
  - Tool for assessing trust
- **Staff Turnover**....and the current crises that keeps getting worse
  - How do we address training when we are struggling to survive?
  - Examples from the modules



# Helpful Resources

[Review Strategies for Addressing Cultural Responsiveness](#)

[An Introduction to Trauma-Informed Care \(Karen Harvey\)](#)

[Self-Care for Direct Support Professionals](#)

[Mental Wellness for People with Intellectual and Developmental Disabilities](#)

[Why Mindfulness is a Superpower](#)

[Building Skills to Turn Conflict into Opportunity](#)

**Find More Resources at the [MNPSP Website – Section on Positive Social Strategies](#)**



# List Ideas You Can Add to Your Work

21

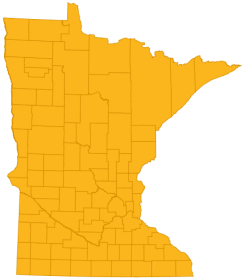
**Ideas to Try**

**Who to Involve**

**Targeted  
Completion  
Date**




# Opportunities for Next Year



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# Opportunities for Next Year

- **Small Organization Consultation**
  - 8 hours of meeting tailored to what your organization needs
  - Advice and consultation from implementers
  - Use tools with support
- **PBS Facilitator Training**
  - 6 Training days linked to Positive Support Rule
  - Learn more about positive behavior support
  - Telehealth support to apply information with people you are supporting



# Telehealth-supported strategies to train organizational teams to implement and sustain **PBS-PCP**



# Telehealth



*The use of telecommunications technology to deliver health related services or supports. Can be direct or indirect models and often includes combinations of in-person and*



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# Telehealth is included in different elements of PBS-PCP implementation



“on site” visits or  
data collection

To coordinate  
services

Directly to person  
receiving supports

To provide  
coaching or  
support to family

To supervise or  
train staff





## How telehealth fits in the training model to support PBS Facilitators



Series of 6-day PBS Intensive trainings and focused workshops: **Webinar**

Tele-based organization-specific visits 1-4 annual visits w/ U of M:  
**Synchronous visits**

Tele-based “onsite” visit to conduct TOET evaluation

Online learning materials and resources provided:  
<https://mnpssp.org/>



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Welcome to Minnesota Positive Supports Website

This website is for:

Mental health providers

All people want to  
and feel safe.

## Positive Behavior Support Intensive Training

Tier 1 Curriculum >

Day 1

Day 2

Day 3

Day 4

Day 5

Day 6

Tier 2-3 Curriculum >

Day 1

### Applying Positive Behavior Supports in Minnesota Human Service Settings

Positive Behavior Supports (PBS) is an evidence-based approach that offers respectful, supportive, and effective way people make positive changes in their lives. PBS is a system-based model that aims to prevent and improve challenging behavior and to promote pro-social behavior, person-centered values, and quality of life, as well as to improve the systems which the services are being delivered (e.g., workforce development, decreases in staff turnover). PBS builds on people's successes, strengths, and desires, and does not include the use of punishment. This sequence of six trainings will allow attendees to learn about the PBS model across universal, targeted, and intensive tiers, with opportunities to connect evidence-based strategies across a variety of applications. The PBS trainings are appropriate for providers, professional educators, and teams who support children and adults across various settings (e.g., counties, providers, mental health services, schools). The trainings will cumulatively expand on topics; therefore, to get the most benefit, attendees are encouraged to attend as many trainings in the sequence as possible.

**Mnpsp.org**  
A hub for updated training materials and resources

**box**

- All Files
- Recents
- Synced
- Notes
- Trash
- My Collections
- Favorites
- Drag items here for quick access

Search Files and Folders

All Files > 2022 TOET XYZ Organization

Name

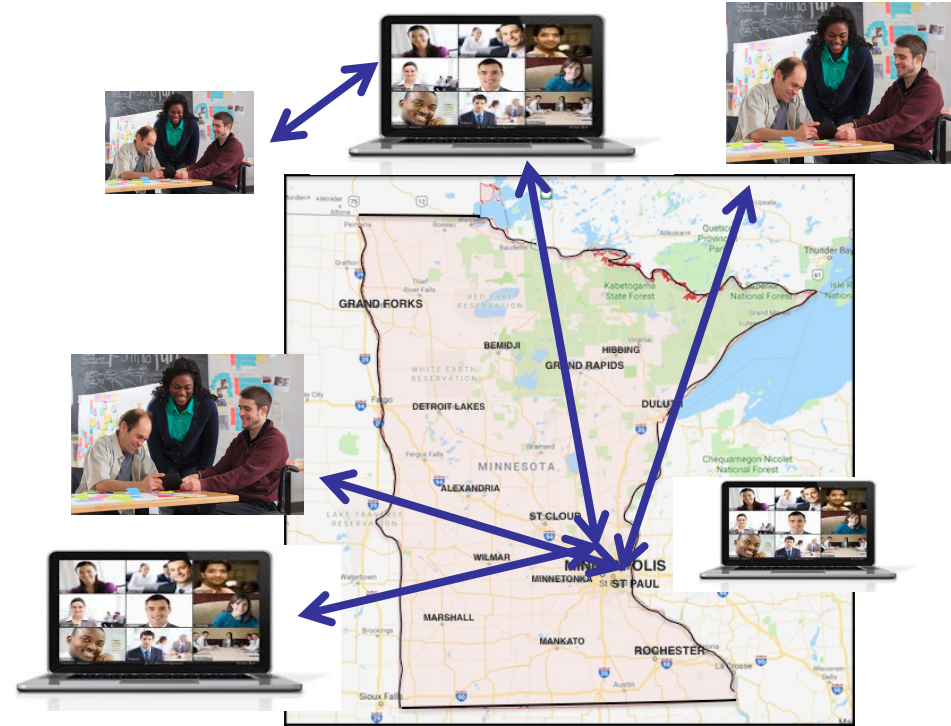
- PC3.pdf
- PBS Training Manual On-boarding.pdf
- PC4.JPG
- Staff evaluation form.docx
- XYZ one page profile.pdf
- FINAL Universal TOET.docx
- 2021 Outcome data .xlsx

Upload evidence prior to evaluation



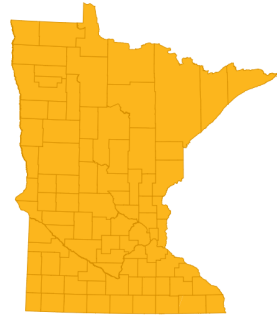
# Building Provider Capacity

- Connecting professionals
  - “train-the-trainer” models
  - Communities of practice
  - Satellite sites
- Supervision/oversight to expand service areas
- Follow up, evaluation, fidelity monitoring



# Interested in Any Opportunities?

- Let us Know by Putting Your Name and Email Address in the Chat
- Write down what area you want to work on or are interested in
- What type of support would make the biggest difference for your organization





# Training Resources

- [Home and Community Based Modules](#)
- [MNPSP.ORG Positive Social Strategies](#)
- [MNPSP.ORG Universal Social Skills](#)
- [Implementation Resources](#)
- [Learn More About Person-Centered Strategies](#)



# Important Person-Centered Resources

[The Learning Community](#)   [Charting the LifeCourse](#)

[National Center on Advancing Person-Centered Systems](#)

The Learning Community for Person Centered Practices

Envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability or other conditions. This site helps us foster a global learning community that shares knowledge for that purpose. All are welcome here to share and learn.

Popular   Active   Alphabetical   Newest

- PCT Training: active 17 hours, 14 minutes ago 101 members
- Resource Review: active 2 days, 14 hours ago 124 members
- Facilitation Skills: active 4 weeks, 4 days ago 122 members
- Regional PCT Leads: active 4 weeks, 1 day ago 117 members
- Member Training: active 2 weeks, 4 days ago 84 members
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- Culture Matters! ...: active 2 weeks, 3 days ago 61 members
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- New Resources in Accessibility Group 3 weeks, 5 days ago
- TECOP Culture Café - ZOOM LINK 2 weeks ago
- Welcome New Central Guest, CA PCT Trainer Kayla Walker 2 weeks, 2 days ago
- Welcome New Central Guest, CA PCT Trainer Courtney Maguire 3 weeks, 2 days ago
- TECOP CULTURE CAFE: Keeping the Conversation Going - March 1, 7:00pm EST 2 weeks ago

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What can Charting the LifeCourse do for You?

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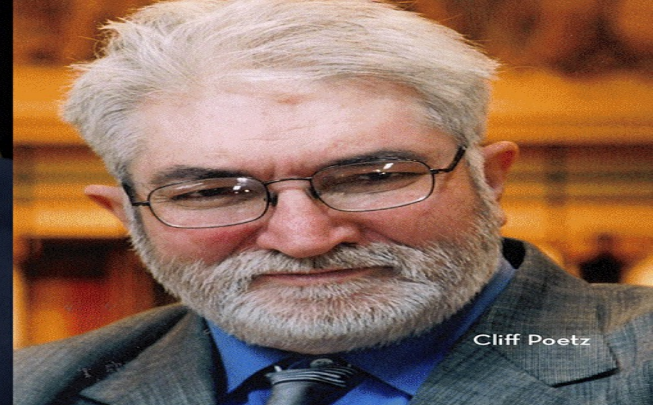




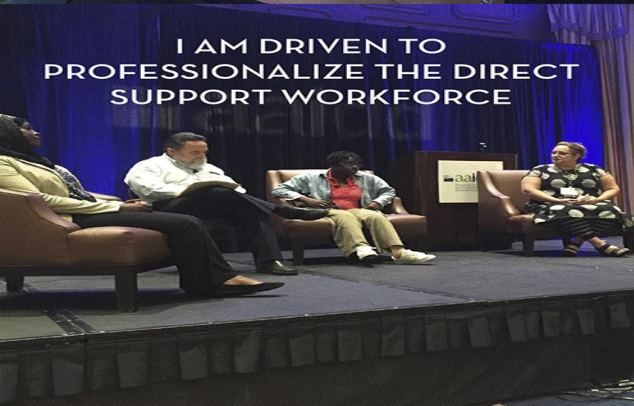
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