

Person-Centered Planning and the Quest for System Change

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TASH Position Statements on Supported Living & Integrated Employment + *The UN Convention on the Rights of Persons with Disabilities* =
The Benchmark for System Change

People have the access, accommodation & support necessary to live **included** in community life as...

...secure occupants of their own **homes** and

...workers in integrated **jobs**.



People live **included** in community life as...
...occupants in their own **homes** and
...workers in integrated **jobs**.

Now

Less than 30% of people who receive US residential services live in a place that they own or lease

20% of adults funded by US DD services are in integrated employment

*We have shown that what we value is possible,
but we have many challenges ahead.*



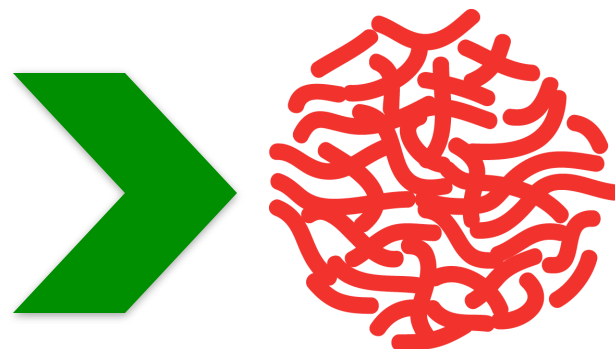
Many system change efforts act as if there is a known straight line to the goal.



People live **included** in community life

Or 20% of them do

Real change means learning new ways to make progress on a complex, interconnected set of issues.

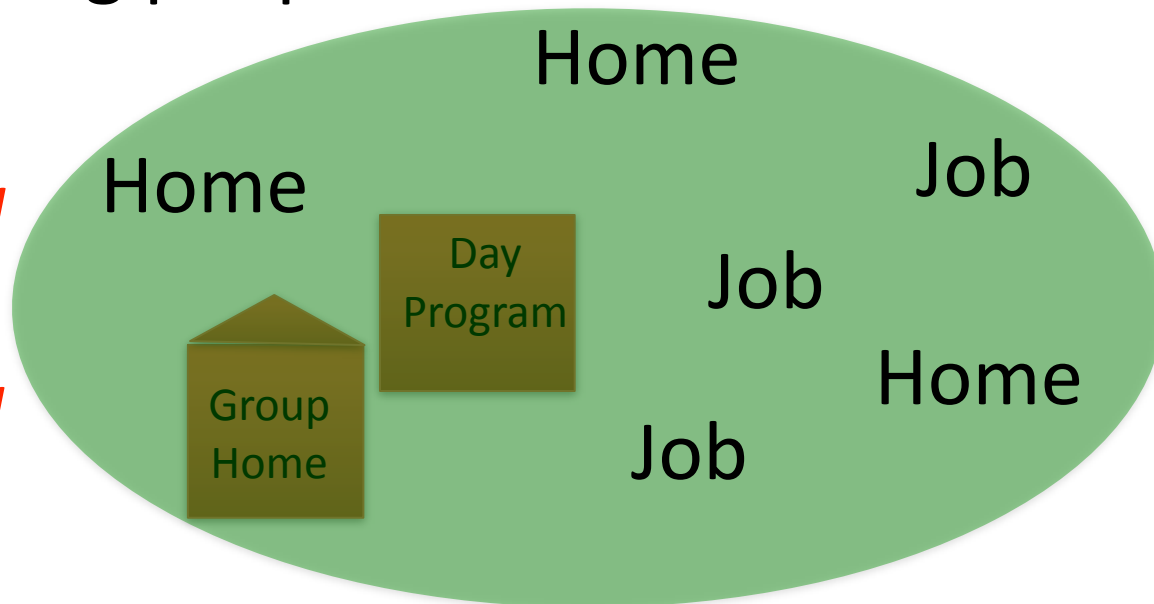


People live **included** in community life



Good jobs & good homes are distributed in our communities & we know a lot about supporting people to be successful in them

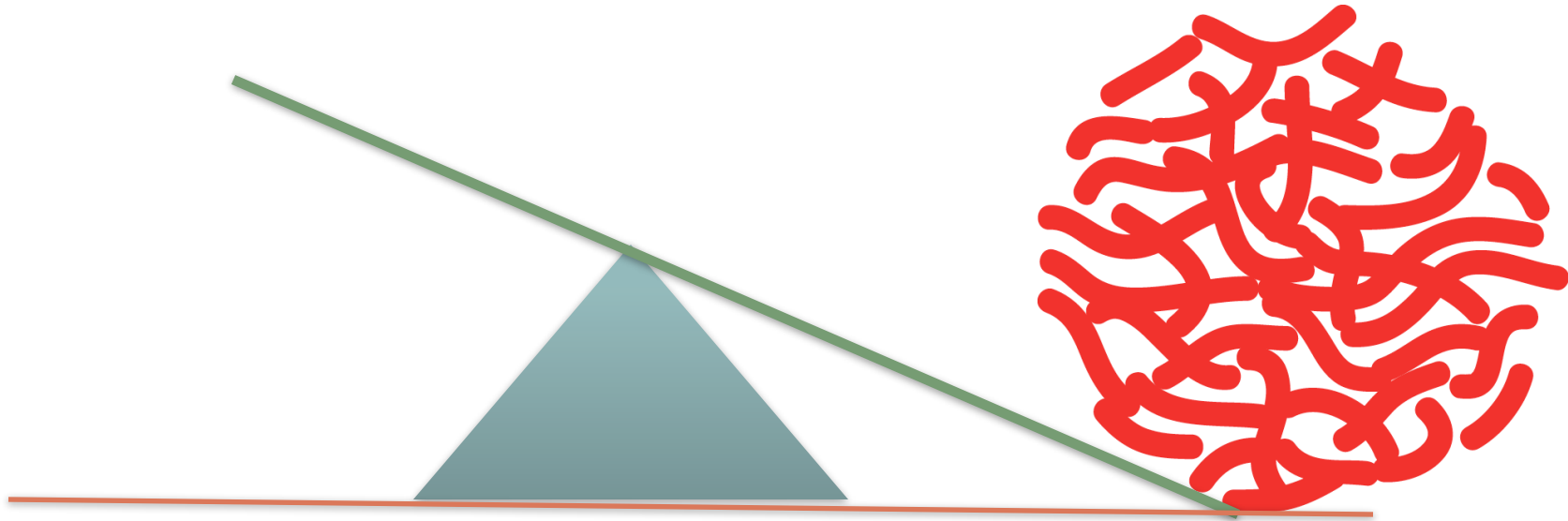

Making TASH values real means facing challenges like this



but most of our public dollars are invested in services that provide places to live & occupation inside their own boundaries



Under what conditions can person-centered planning make the strongest contribution to real change?



It's more than the method of planning

There are many
methods:

Essential Lifestyle
Planning

Personal Futures
Planning

PATH & MAPS

etc

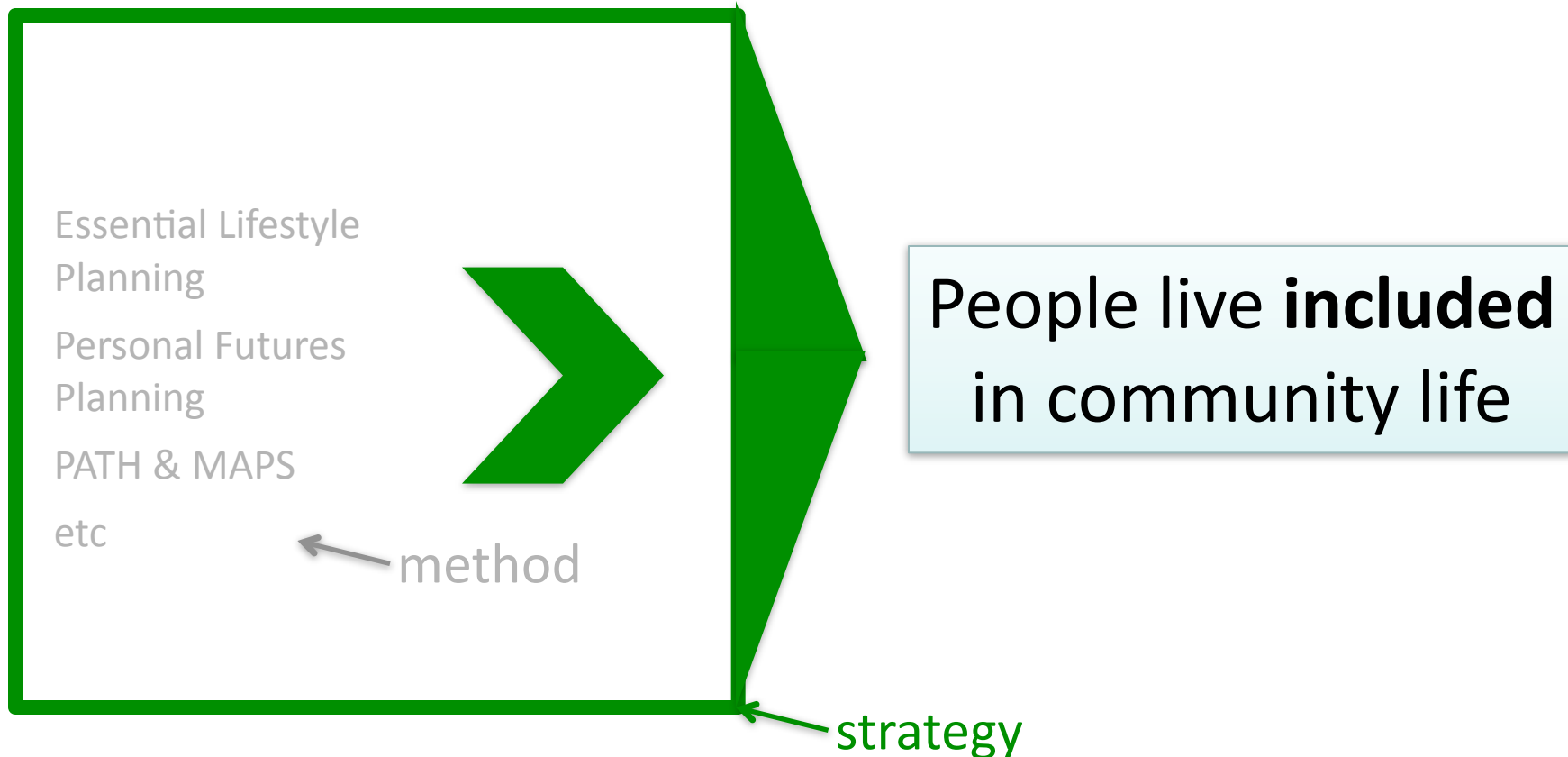
Each fits some
situations better than
others

Each has distinct
advantages & can
support positive
change for individuals

None is magic



The **strategy for change** matters more than the person-centered planning method does

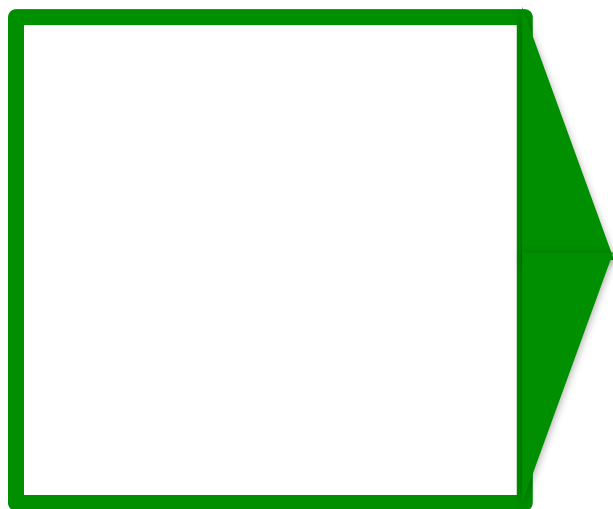


To describe a strategy for change, answer three questions:

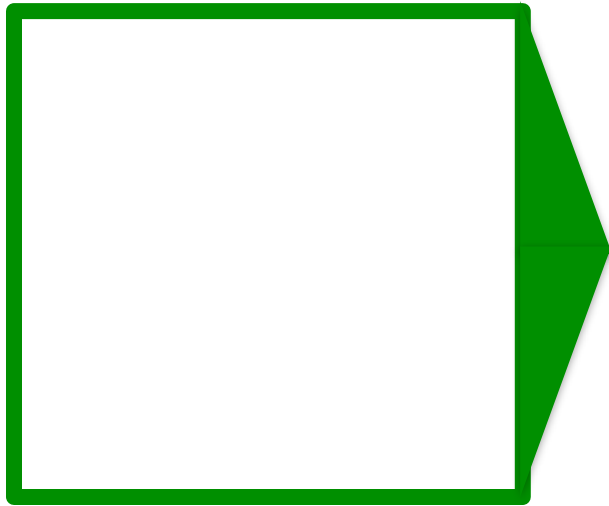
Are we **working in** the system or **working on** the system?

Are we solving **technical problems** or meeting **adaptive challenges**?

Are people & families agents of change or is change done to/for them?



Describing the context...

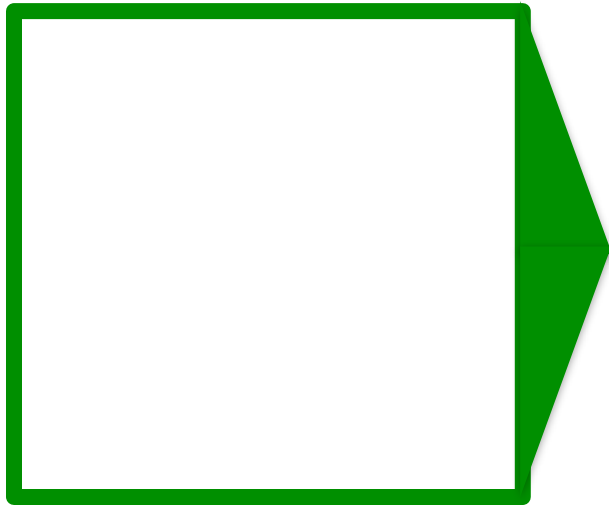


Working in: improving system defined & regulated processes according to its current rules

Working on: revealing, testing & reshaping taken-for-granted rules & typical patterns of practice to better suit new purposes



Describing the context...

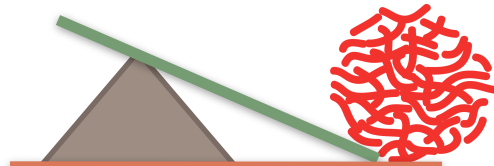
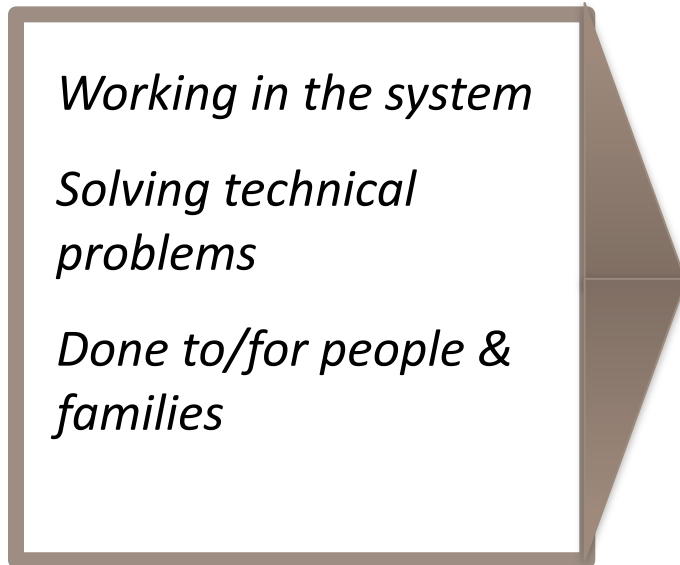


Solving technical problems:
correctly applying expert
knowledge to well defined
problems.

Meeting adaptive challenges:
finding new ways in uncertain
conditions when common
understanding must be
negotiated among people with
different interests who face
real losses.



Change Strategy I: **Adopt New Rules & Procedures for Individual Planning:** *better plans > better services > better lives*

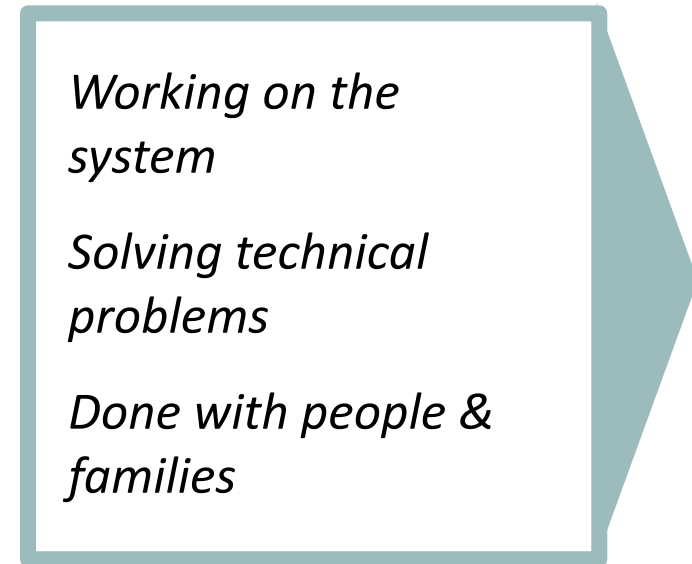


Lowest Impact

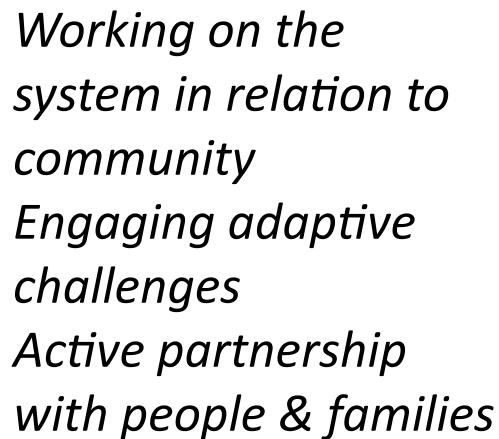
- + More complete view of person
- + More voice for person
- + Greater attention to what matters to person
- ? Action limited to what's available; often limited options for home & job
- ? Risk of becoming just a required paperwork exercise detached from everyday life



Change Strategy II: Use Person-Centered Planning in Service Reform: *better plans + known good practice > better lives*



Change Strategy III: **Person-Centered Planning** guides purposeful innovations: *partnerships* *generate new pathways in community life*



Working on the system in relation to community
Engaging adaptive challenges
Active partnership with people & families

- + Resources multiplied by community relationships
- + Focus on capacities & contributing community roles
- + Control of personalized support
- ? High demand for person/family investment & trust
- ? Greater uncertainty: learning by trying and building on what works
- ? Demands flexibility from funding sources



High Impact



What we have learned about systems that apply person-centered planning in their change efforts...

- Many systems simply lack capacity to assist people to access and live in their own homes or succeed in their own jobs
- TASH values are seldom the focus of change, so developing these capacities is not a well resourced priority
- Competing values –such as avoiding risk & liability, protecting people, or avoiding anxiety and loss associated with change– often limit the results of person-centered planning

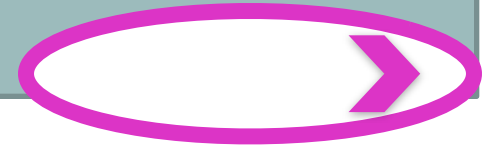


...we have learned about systems...

- Change strategies seldom include thoughtful consideration of how to meet the adaptive challenges of significant change.
- Many people lack strong allies among family members, friends & support workers. When isolation combines with significant impairment, the chances of a job or home of one's own diminish.
- Many people & families chose small improvements in current offerings over new community roles and relationships.



We have also learned that people & their families & allies always have the option to...



- ...step outside the service system
- ...bring diverse people together to deepen understanding of person & possibilities [an independent facilitator can be helpful]
- ...engage community members and settings to open new roles
- ...make maximum use of available resources
- ...seek partnership with a provider for specific services [an individual service budget can make this easier]



We have learned that person-centered planning, done competently, can contribute to realizing TASH Values when focused on...

...discovering capacities, interests & gifts

...bringing together people with different interests & perspectives, finding common purpose & describing a future worth working for

...organizing and guiding learning from action that...

...connects with new people...tries new community roles ...builds on what works to learn new ways to assist



The odds that person-centered planning will make a positive difference to people & families improve when...

- ✓ Service resources (money, support staff, expert help) are flexible & able to function in community settings
- ✓ People or families can effectively control service resources
- ✓ There are many opportunities for everyone, including people & families, to learn about positive possibilities
- ✓ Plan facilitators have adequate time & learning opportunities



The contribution of person-centered planning to meaningful change depends on the values, purposes, commitments, relationships and creativity of those involved.

