

Supported Living

What's the Difference?

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Our presentations changed from place to place. You may see slides in this file that you did not see in the workshop & the slides may not be in the exact order that you saw them at the workshop.

Individualized supports for a good life in my own home & community

The waiver is one asset to use in offering people individualized supports. With assistance, people will pull together multiple assets to assist them in living a good life.



Individualized supports for a good life in my own home & community

Choice

Support from others who know you & care

MA \$

Personalized assistance

A safe & decent home of your own



**B. Program Title:
North Carolina Innovations**

Goals of the NC Innovations waiver:

- (1) To value and support waiver beneficiaries to be fully functioning members of their community
- (2) To promote promising practices that result in real life outcomes for beneficiaries
- (3) To offer service options that will facilitate each beneficiary's ability to live in homes of their choice, have employment or engage in a purposeful day of their choice and achieve their life goals
- (4) To provide the opportunity for all beneficiary to direct their services to the extent that they choose
- (5) To provide educational opportunities and support to foster the development of stronger natural support networks that enable beneficiary to be less reliant on formal support systems
- (6) To ensure the wellbeing and safety of the people served
- (7) To maximize beneficiaries' self-determination, self-advocacy and self-sufficiency
- (8) To increase opportunities for community integration through work, life-long learning, recreation and socialization
- (9) To deliver person centered services that leverage natural and community supports
- (10) To provide quality services and improve outcomes

Objectives in the NC Innovations waiver include:

- (1) Enhancing the focus on person centered planning and aligning services and supports with person centered plans
- (2) Reforming residential service to facilitate smaller community congregate living situations
- (3) Facilitating living and working in the most integrated setting
- (4) Improving outcome-based quality assurance systems

The waiver commits the system to goals that MCOs & providers can choose to take as challenges that call for learning new ways & inventing new structures.

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community members

home of choice

wellbeing

self-determination, self-advocacy, self-sufficiency

community integration

person-centered

most integrated

Framed this way, learning will be limited to solving technical problems related to the flow of waiver money.

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We already know all we need to. It's just a matter of money.

If MCO's & providers choose this frame they will stretch beyond familiar practices, structures & boundaries & engage in deeper learning.

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Unless cynicism has made these words into boilerplate, learning how to realize a deeper understanding will connect to what many people find meaningful in the work of assisting people with ID/DD.

community members

home of choice

wellbeing

self-determination, self-advocacy, self-sufficiency

community integration

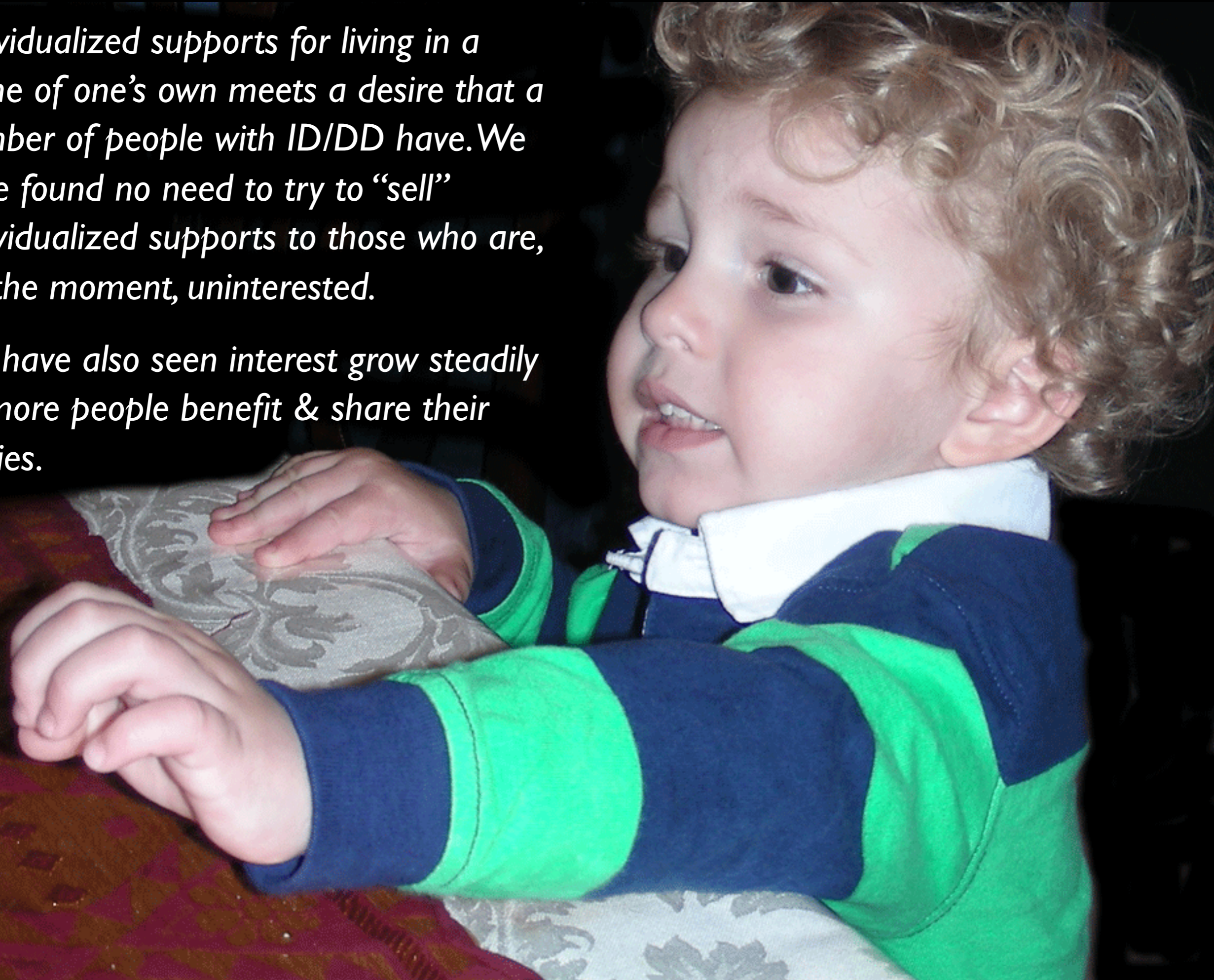
person-centered

most integrated

We could learn a lot about how to do this even better.

Individualized supports for living in a home of one's own meets a desire that a number of people with ID/DD have. We have found no need to try to "sell" individualized supports to those who are, for the moment, uninterested.

We have also seen interest grow steadily as more people benefit & share their stories.

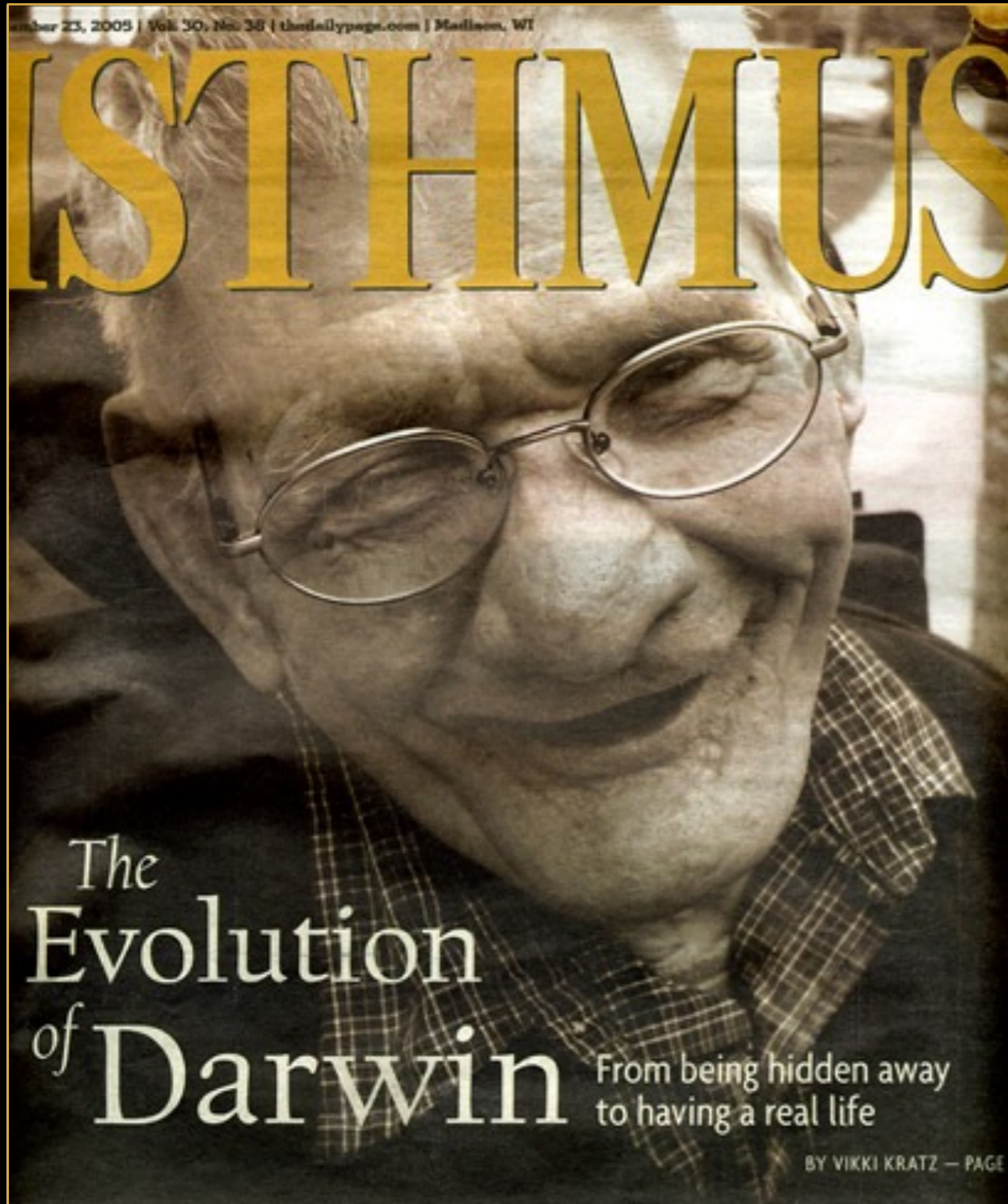




Organizations that don't want much of a stretch are likely to find plenty of capable people like Emily & John who require minimal assistance & simply want the key to their own front door.

“We are all on a journey to respect and we should love one another and help each other when help is needed. We need to help staff understand how we feel.”

–Emily Judge



Organizations that want to invest in deeper learning will seek more challenging learning partners: people who require substantial & skilled assistance; people who are separated from their families; people who are in conflict with their families about living in their own homes.

Regardless of circumstances, the pattern for learning is the same: Over time, build relationships focused on a good life in community & together figure out how to deal with what comes up in each particular circumstance. This means trusting that good solutions emerge from good relationships if people manage their fear of uncertainty.

- Pursue Dreams
- Excel beyond expectations
- Recognized for:
 - our contributions
 - our effort
- Inspire others

Lives of Distinction¹

- Home
- Friends
- Family
- Work
- Enjoyment

Ordinary Life

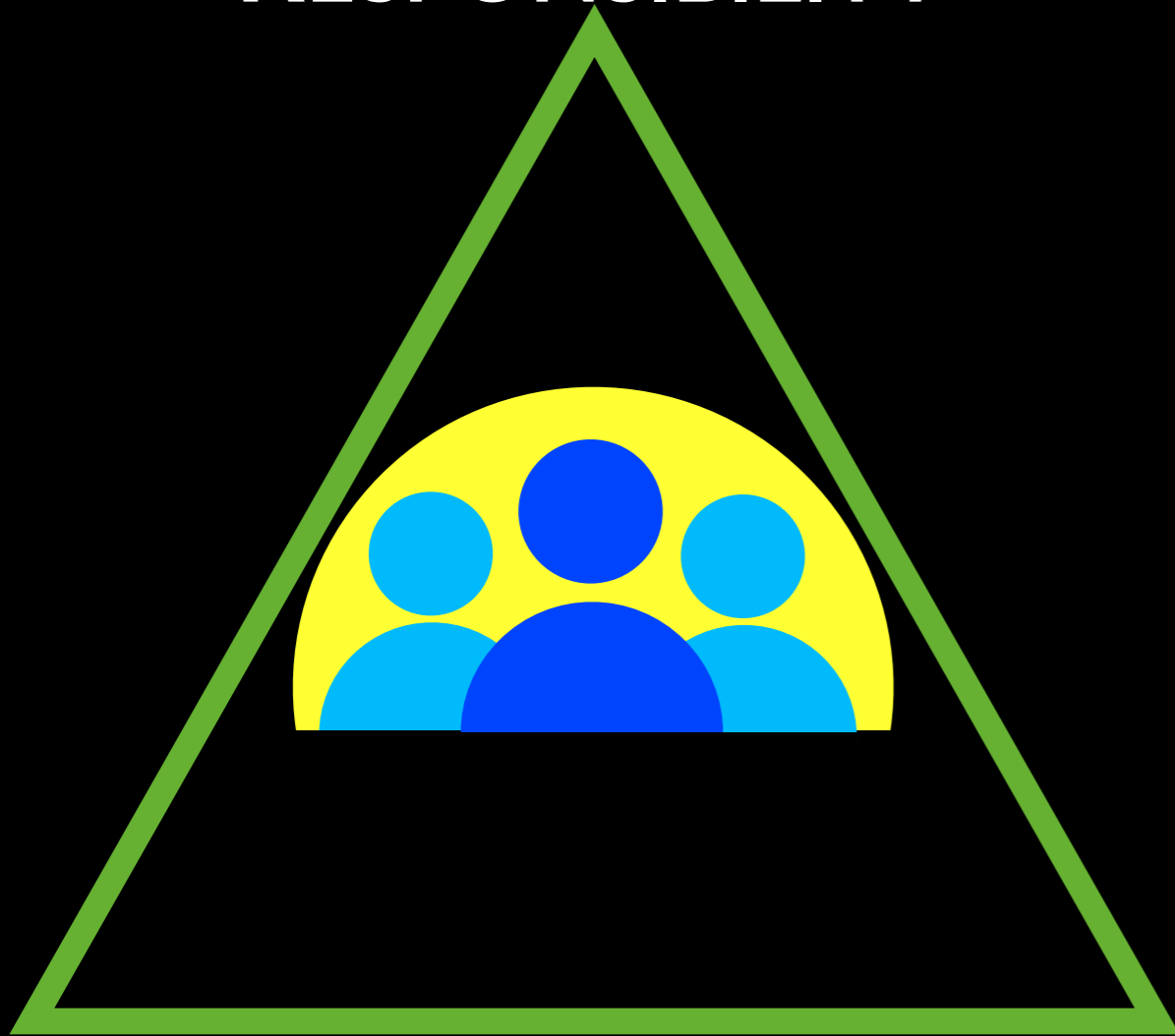
- Licensing standards
- Safe
- Healthy
- Within Budget

The Bottom Line

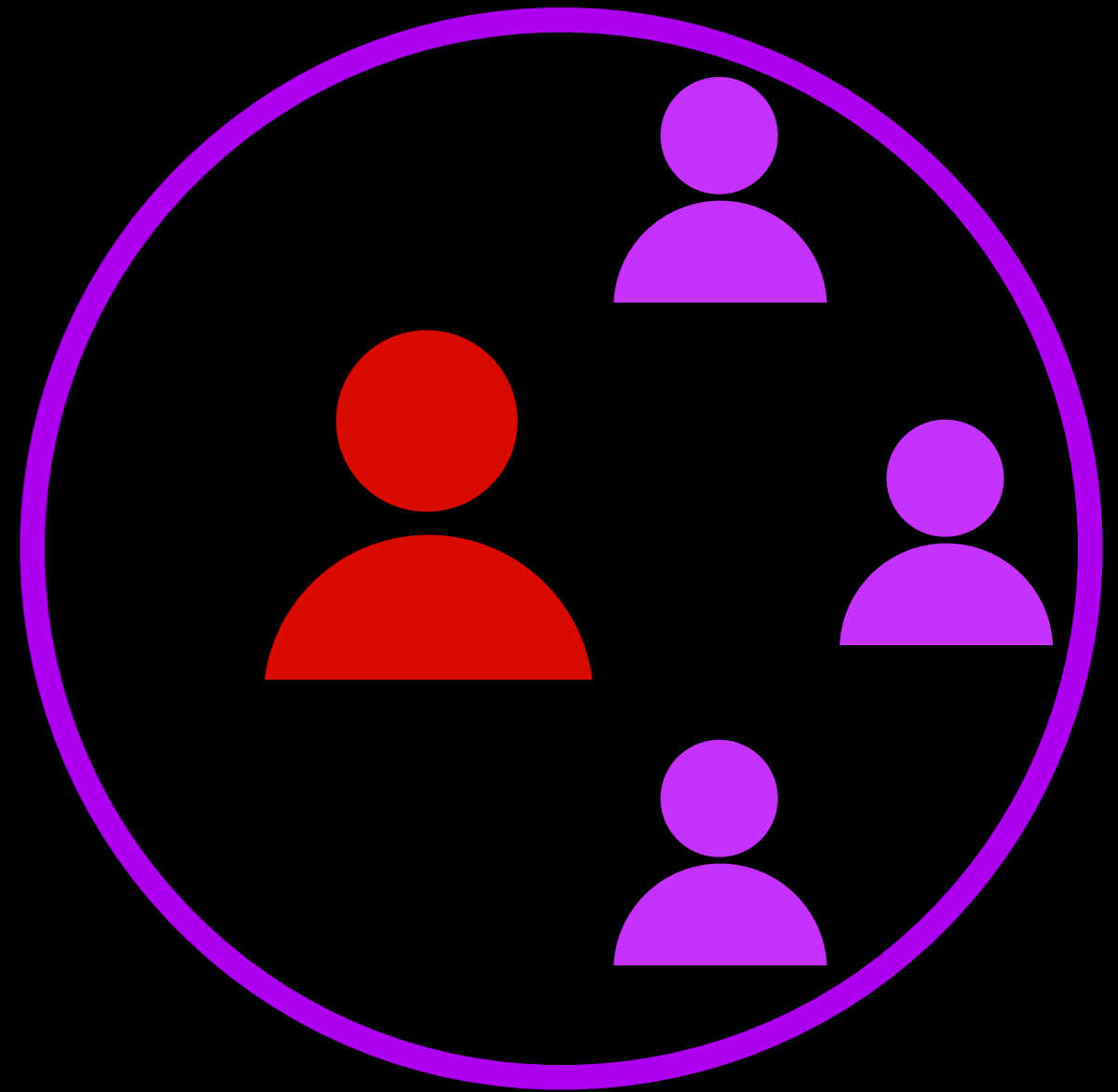
- Abuse
- Neglect
- Unsafe
- Unhealthy

Sub-Standard

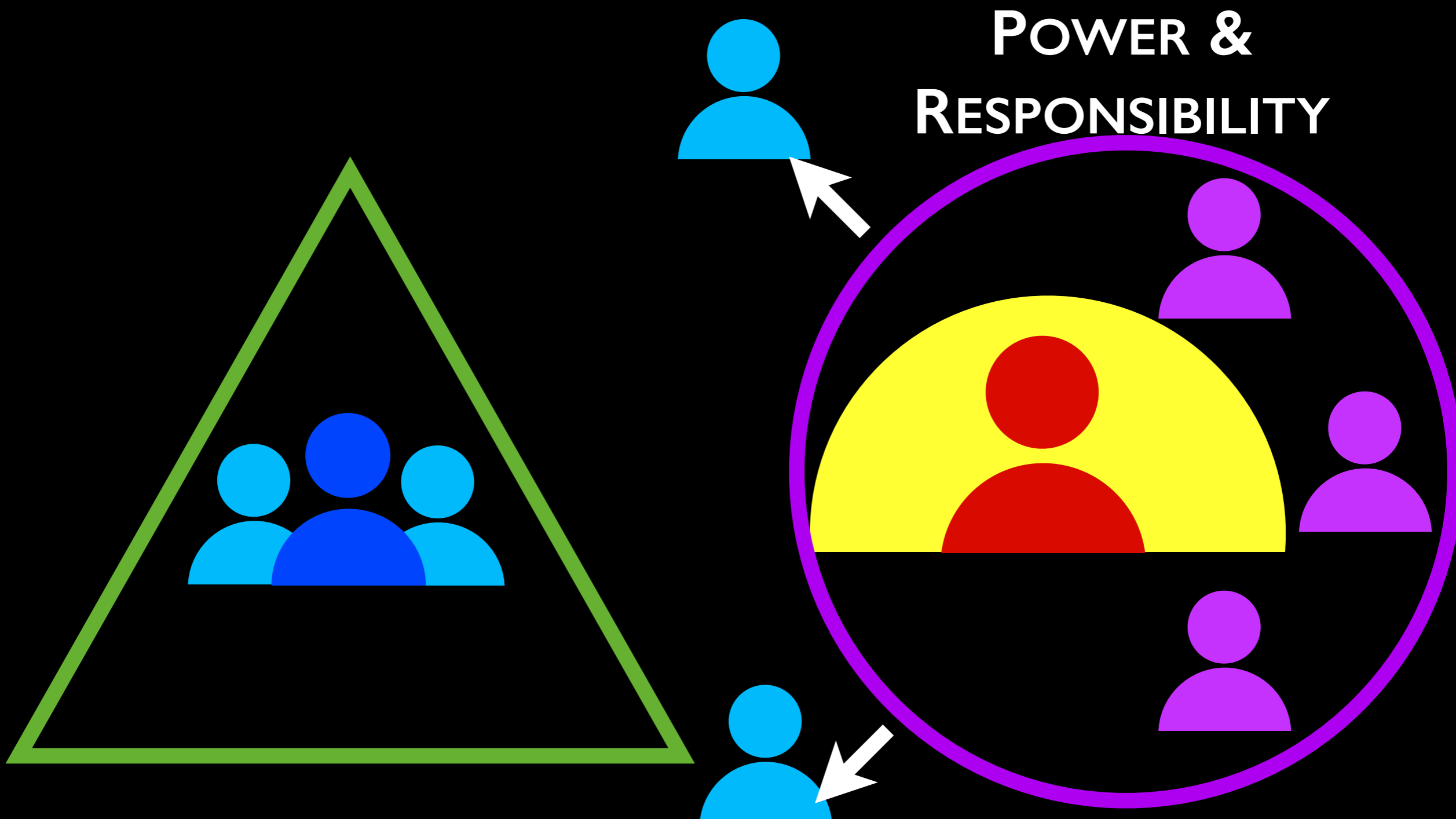
**POWER &
RESPONSIBILITY**



Agency & Staff



**Person,
their Family & Allies**



Agency & Staff

Person,
their Family & Allies



▶ ⏪ 🔊 1:01 / 11:10 [Menu] [Settings] [Full Screen] [Exit Full Screen]

<https://www.youtube.com/watch?v=4FJ7FT6IS2c>

Riding LIFE -- Brad Goldman



Neighbours International

✓ **Subscribed** [Settings] 116

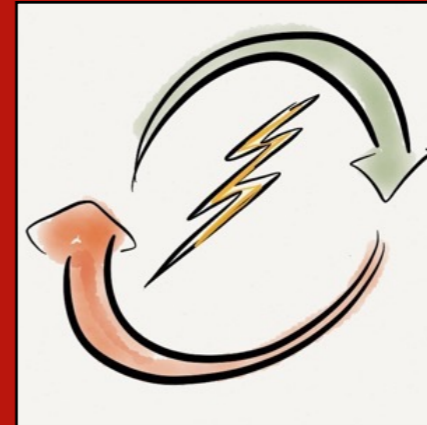
551 views

Vision



& Dreams

Choice &



Responsibility

Connections



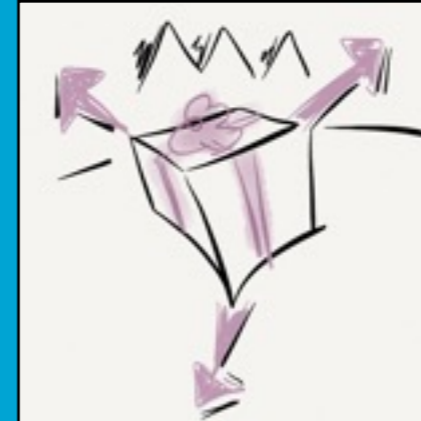
& Relationships

Presence



In Place

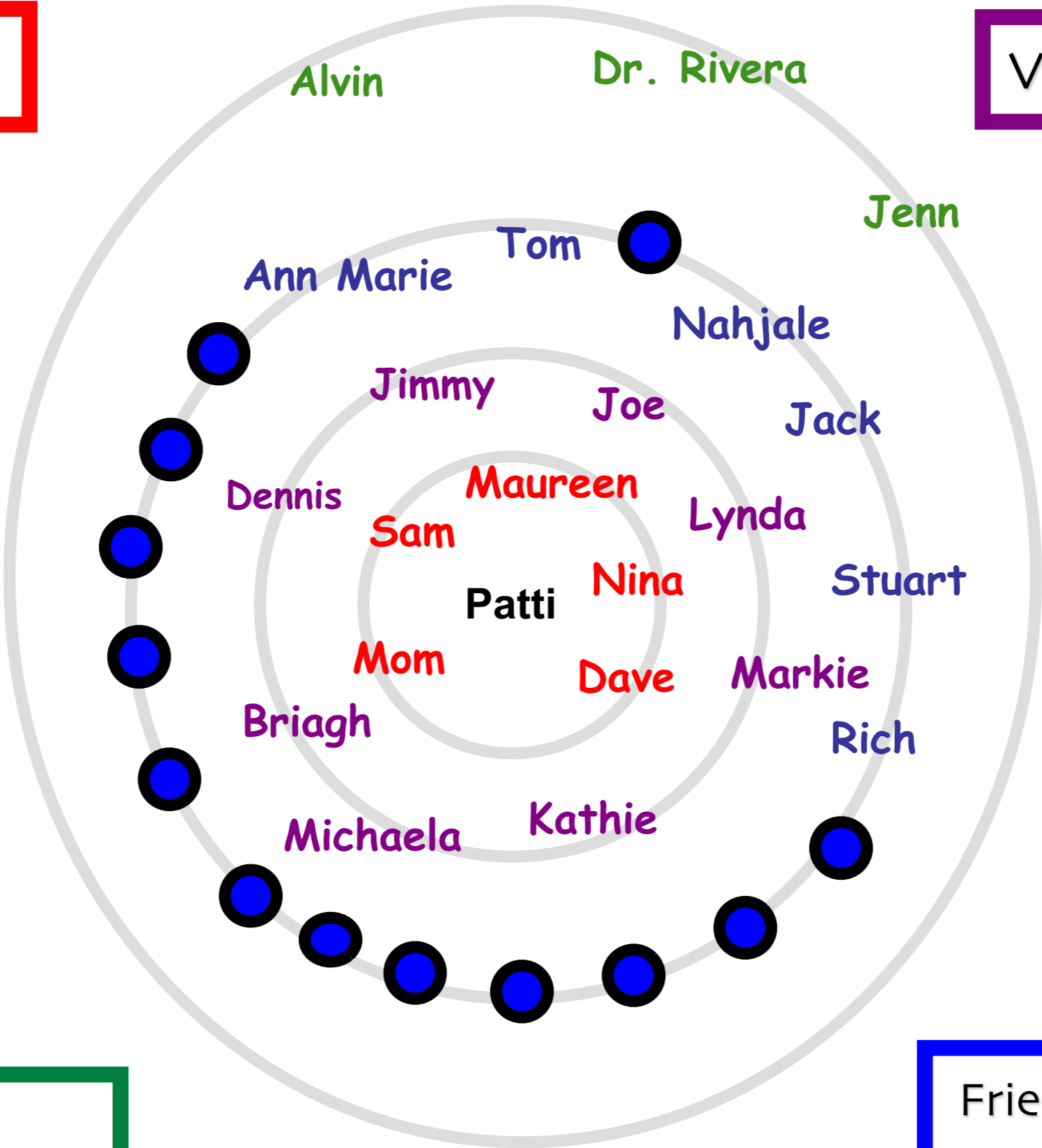
Gifts, Capacities



& Contributions

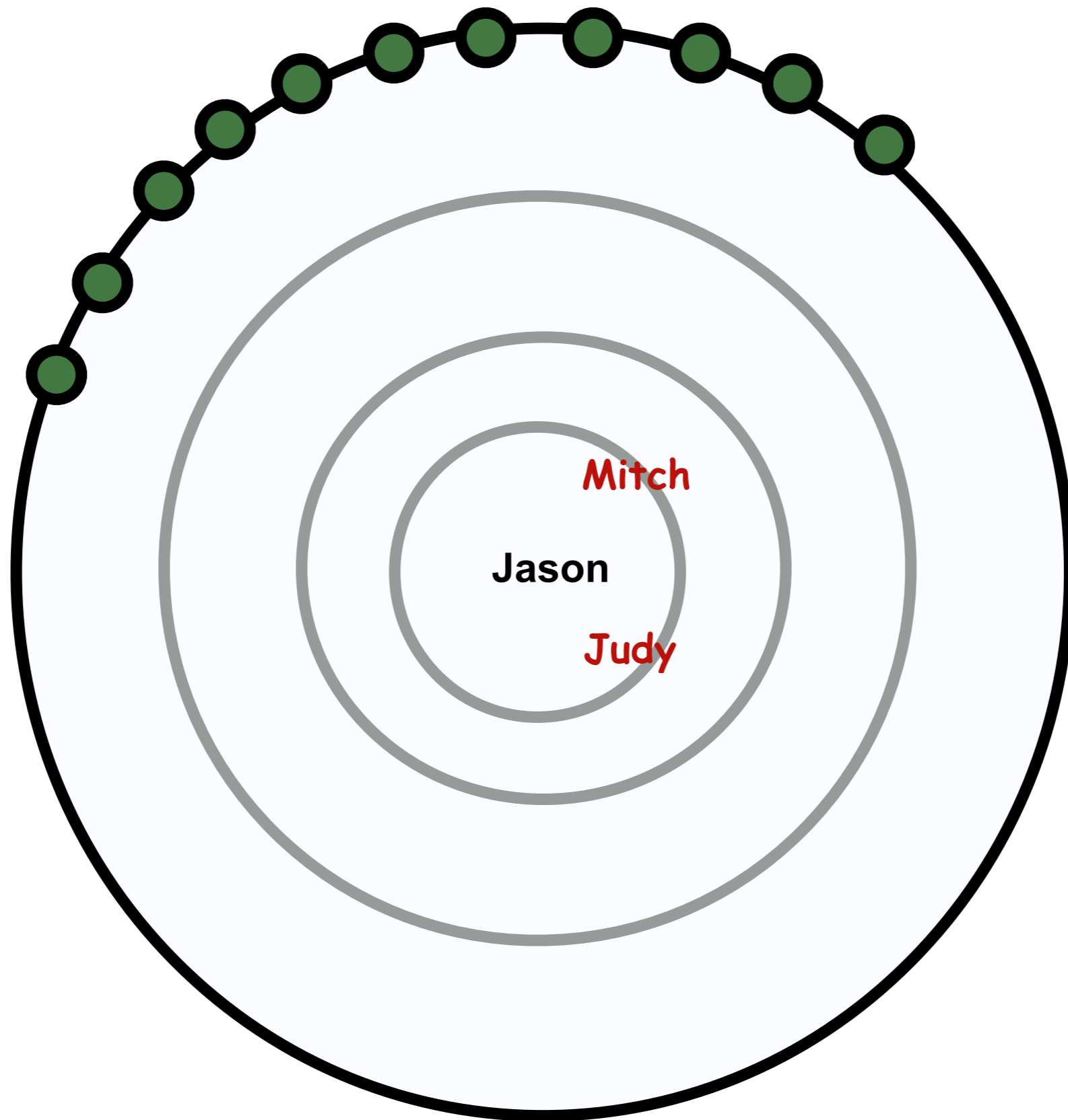
Intimacy

Very best friends



paid services

Friends/acquaintances/
participation



Jason

Mitch

Judy



<https://www.youtube.com/watch?v=leDpThQpQxl>

Building A Circle

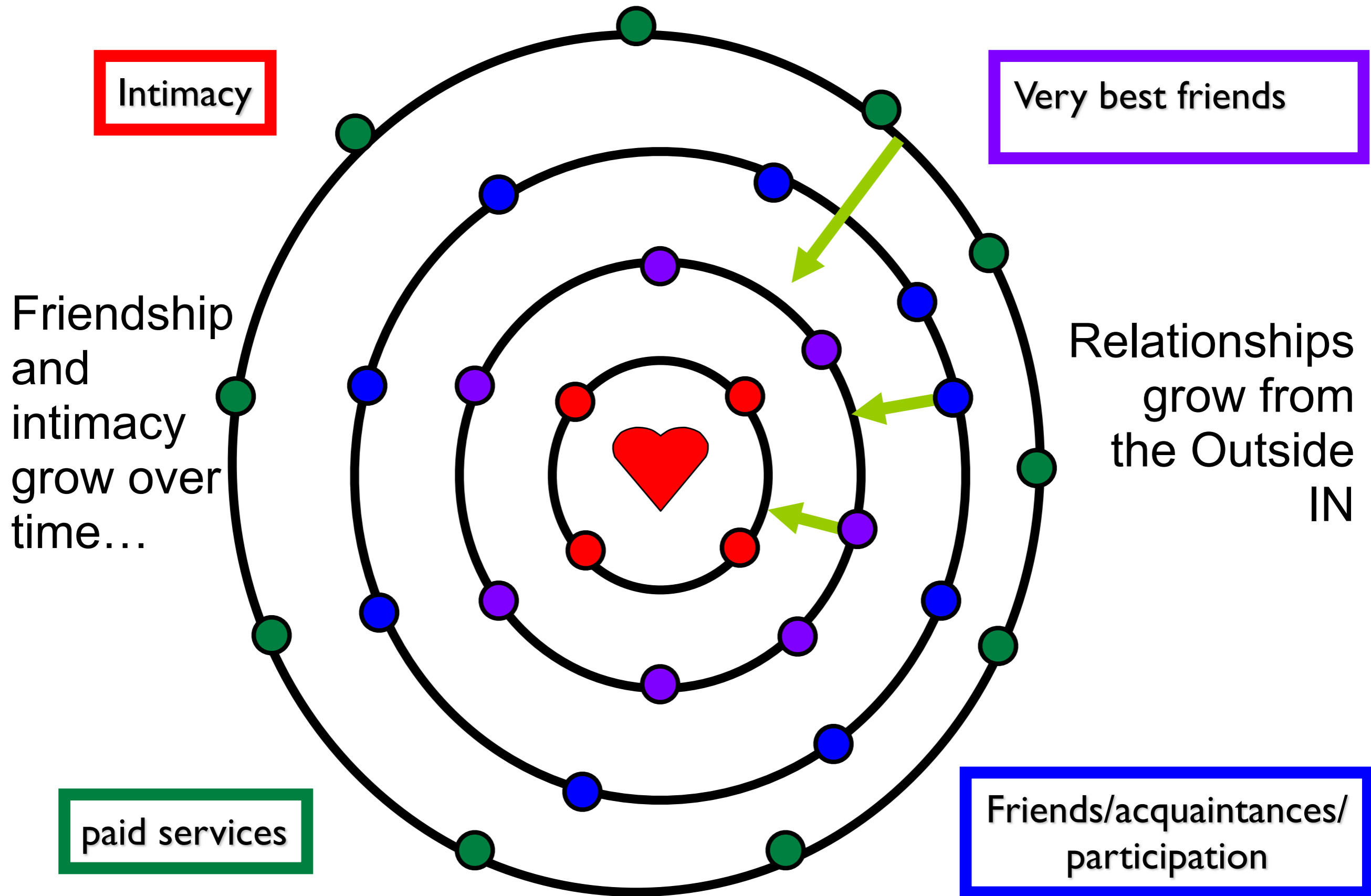


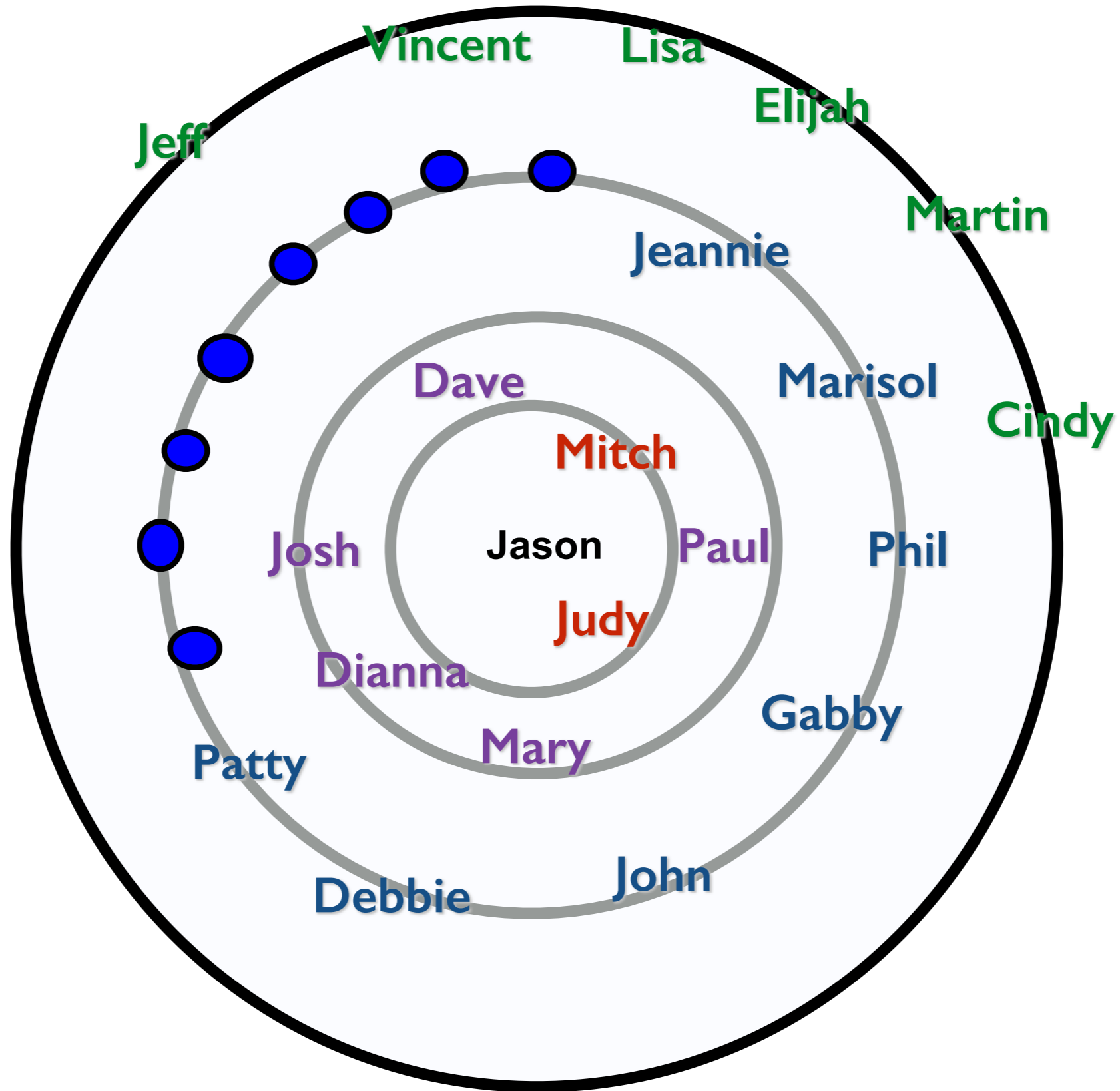
Neighbours International

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1,041

Where Do Our Relationships Come From?





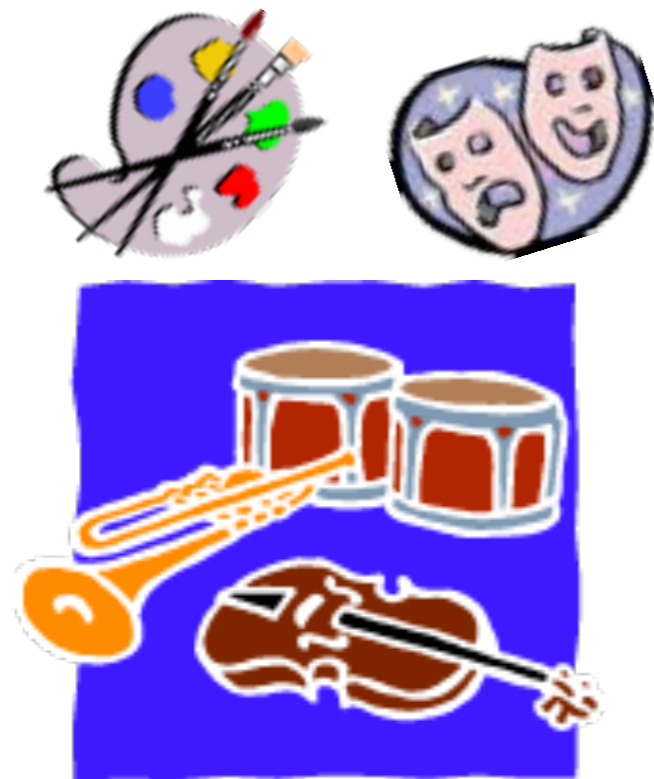
Names in the diagram:

- Green: Vincent, Lisa, Elijah, Martin, Cindy
- Blue: Jeff, Jeannie, Marisol, Phil, Gabby, John, Debbie, Patty
- Purple: Dave, Josh, Dianna, Mary
- Red: Mitch, Judy

PERSONAL ASSISTANTS NEEDED

In Hillsborough

Seeking a patient, honest, reliable, and fun loving person!!



If you love art, theater, music, or just having fun, this job is for you. I am a woman in my twenties with cerebral palsy who is looking for full or part time people to assist me in living my life to the fullest. Training provided.

For more information call Natalia

908-555-5555





REDUCED RENT!!!!

Housemate Wanted

in Hillsborough

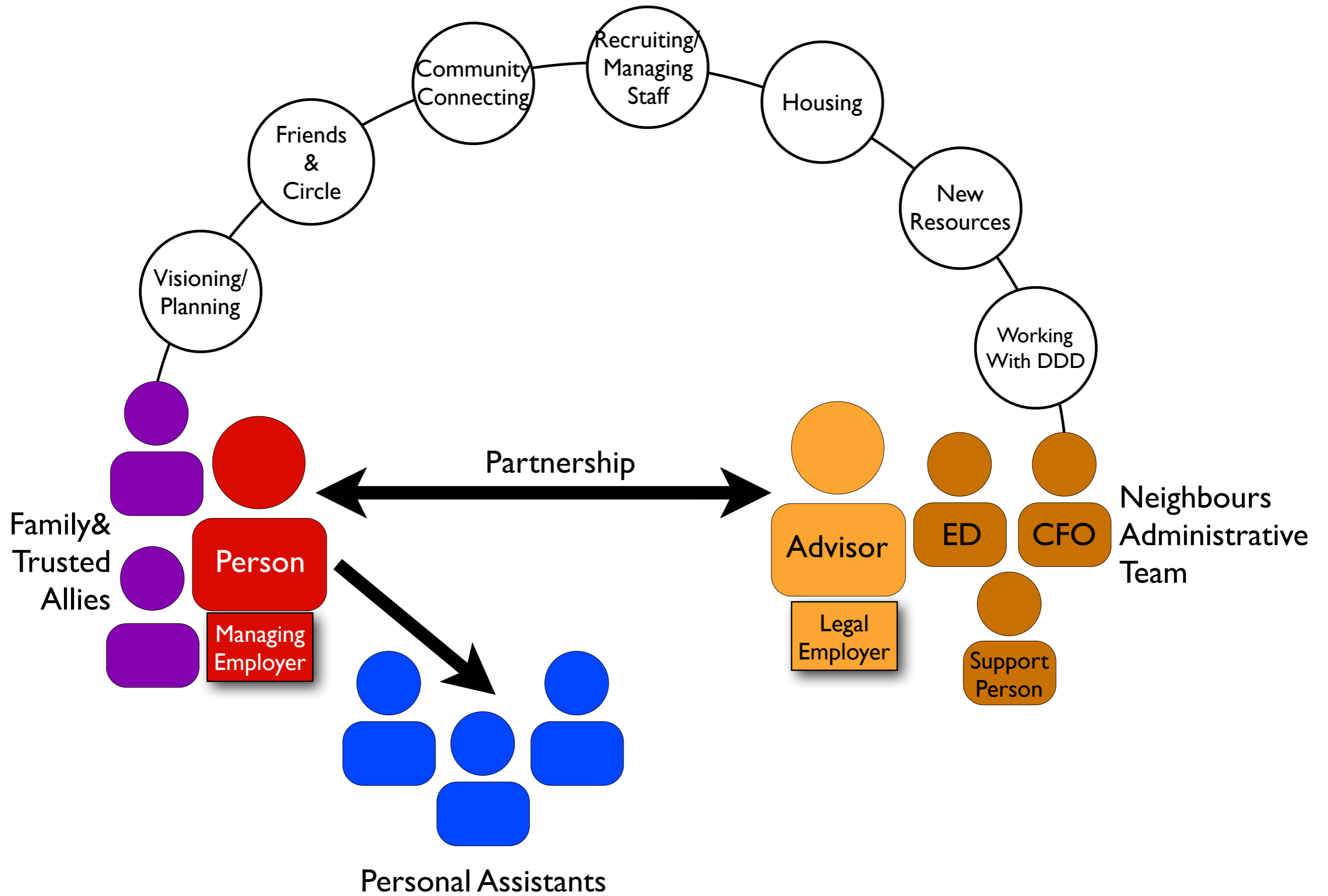
I'm a young woman in my early 20's who loves art. I'm looking for a friendly outgoing person to share my three bedroom apartment (complete with off street parking a washer/dryer and a yard) in Hillsborough. I have a disability and rent is reduced in exchange for providing some help around the house.



for more information, please contact Natalia at:

908-555-5555





Supported Living What's the Difference?

What we see

Patterns of activity

Structures

Stories

Source

The answer depends on the depth of change we are willing to work for.

When we are willing & able to build strong, trusting relationships that give us the reason to revise our stories of what is possible, cross boundaries to expand our collaborations, & invent new ways to assist people, supported living will be significantly different from many current offerings.

*Chris shows us where to find the Source
of supported living that makes a difference*



If you are going to work with me,
you have to listen to me.

And you can't just listen with your ears,
because it will go to your head too fast.

You have to listen with your whole body

If you listen slow,

with your whole self,

some of what I say will enter your heart.

–Christine Mayer

World Medical Association President Michael Marmot identifies what's at stake in assuring that our story of health & safety includes a recognition of the importance of people's freedom.



Failing to meet the fundamental human needs of autonomy, empowerment and freedom is potent cause of ill health. Changing social conditions to ensure that people have the freedom to lead lives they have reason to value would lead to marked reductions in health inequalities.

–Michael Marmot

<https://www.instituteoftheequity.org>

Design Questions

Who will support & safeguard me?

Where will I live?

How will I pay for what I need?

Who will I live with?

How will I connect with people?

How will I get around?

What will I do with my time?

What adaptations & accommodations will help?

What assistance do I require?

Who will assist me & how?

Responses to these design questions define supported living for a person.

The more the person and their allies work together with advisers from MCOs and providers to co-create workable answers specific to their situation, the more positive difference supported living will make.

We compose a
life together

Freedom to
personalize

*Organizations that build
answers to design
questions into their
structure have less
freedom for co-creation
than those with greater
flexibility.*

let come

let go

Fixed answers

We make
it, you
choose it



ALEJANDRO ARAVENA, WINNER OF THIS YEAR'S PRITZKER PRIZE, IS GIVING AWAY HIS DESIGNS



The Chilean architect, Aravena, encourages resourcefulness & stretches public resources by building “half a house”. This provides a livable home that occupants can choose to finish as their resources permit, in a way that expresses their identity.

Supported Living provides a foundation for community living by paying for a significant part of the assistance people need to live a good life. Individual & collective resourcefulness allows filling out home life by discovering & developing other resources.



<http://goo.gl/TvFyib>

For a story of resourcefulness involving a collaboration with Habitat for Humanity



Lester's Home...The Power of a Dream

Neighbours International

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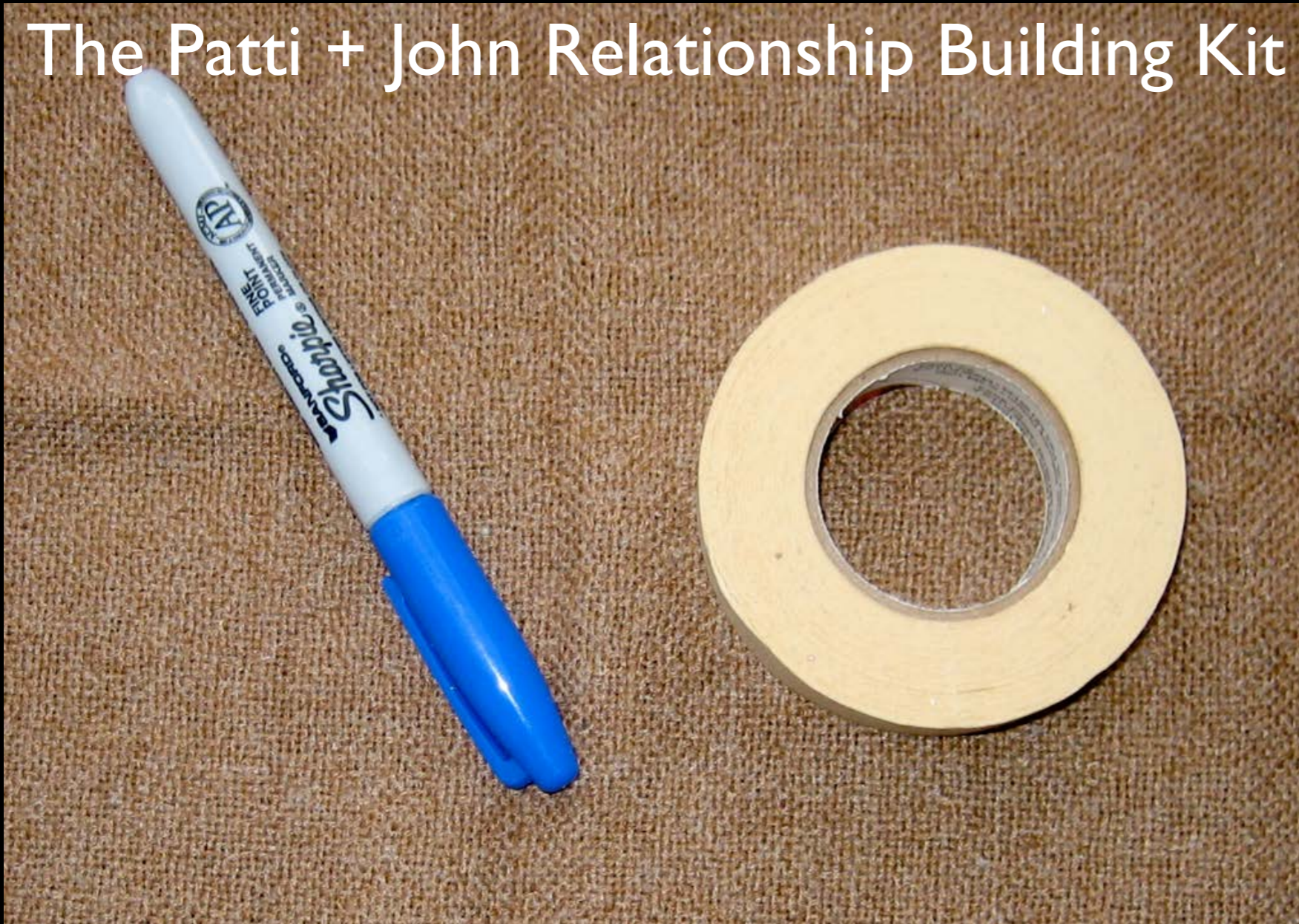
177 views

<https://www.youtube.com/watch?v=VjZdUWIHdPA>

Marietta & her support workers demonstrate the importance of practical wisdom by creating a richer social world by using a good plate.



The Patti + John Relationship Building Kit



Get the story:

[http://inclusion.com/downloads/obrienarchive/Supported%20Living/
Good%20plate.pdf](http://inclusion.com/downloads/obrienarchive/Supported%20Living/Good%20plate.pdf)

B. Program Title:
North Carolina Innovations

Innovation New service offerings.

MCO's & providers have an important choice to make about how they choose to understand "Innovations" in the Waiver's title. The easiest understanding makes the least difference.

*This understanding is more challenging
& more meaningful.*

Social Innovation An initiative that profoundly changes the basic routines, resource and authority flows & beliefs in the direction of greater **capacity to pursue highest purpose.**

wellbeing

community
membership

self-determination

what we truly love about the work

Supported Living

What's the Difference?

Natural support

People who walk with you

People to hang out with

Acquaintances —> friends

*Develops
over years*

Call his people together

Invitation

People at her church

*People who have stuff in
common*

*People -who are active in
community- willing to get to
know a person*

*These slides contrast
some common usages in
Medicaid-speak with
the way Patti spoke
about Neighbours'
support.*

Supported Living

What's the Difference?

We allow our clients to...

Tell him my opinion

(Determine what's at stake: if abuse? neglect? exploitation? then: we can't be involved)

Bring people together to work it out

Point out the effects on others

Find out what the person wants

Talk to the State about...

Take the consequences to us

These slides contrast some common usages in Medicaid-speak with the way Patti spoke about Neighbours' support.

Supported Living

What's the Difference?

Authority
increases with
distance from
person

*These slides contrast
some common practices
with the way Patti spoke
about Neighbours'
support.*

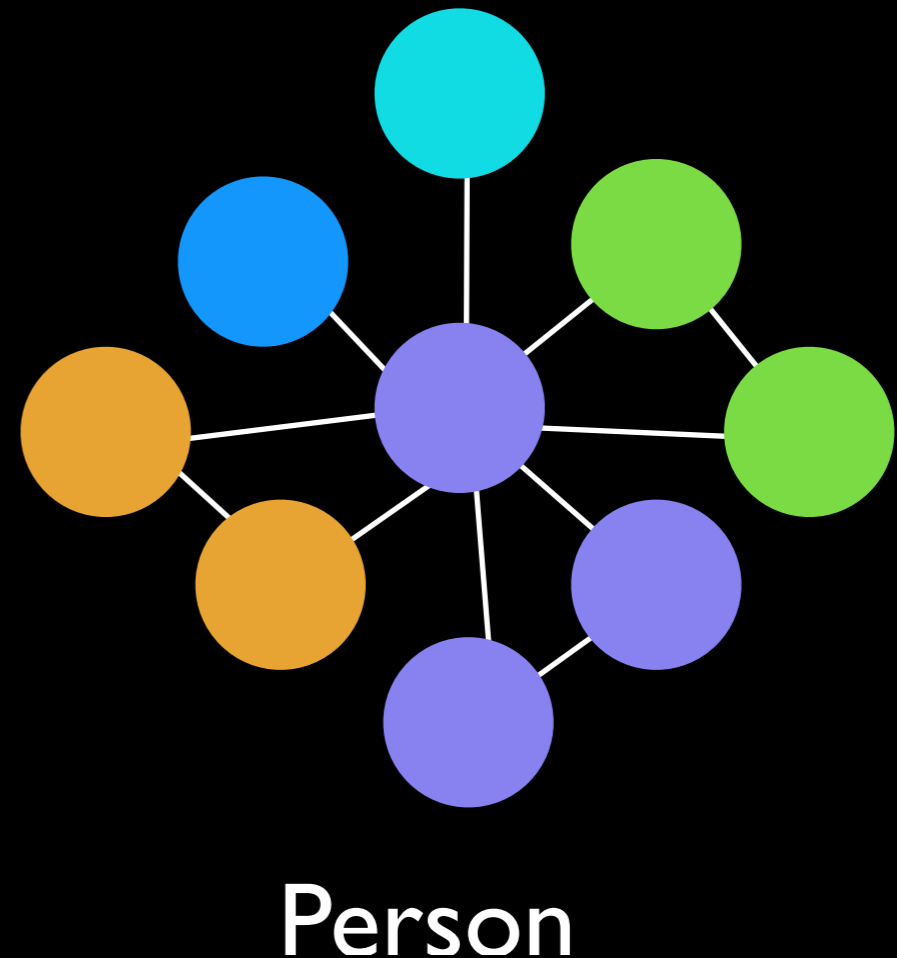
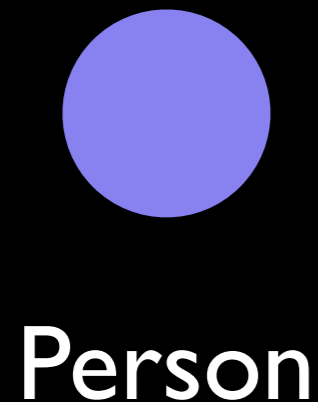
*Within allocated funds,
responsibility to decide rests
with the person & those closest*

*Invest in building relationships
that increase intelligence*

*Commit to sticking with people
when we lose accord
(covenant)*

Supported Living

What's the Difference?



In Medicaid-speak it is common to talk as if “person” referred to an isolated individual.

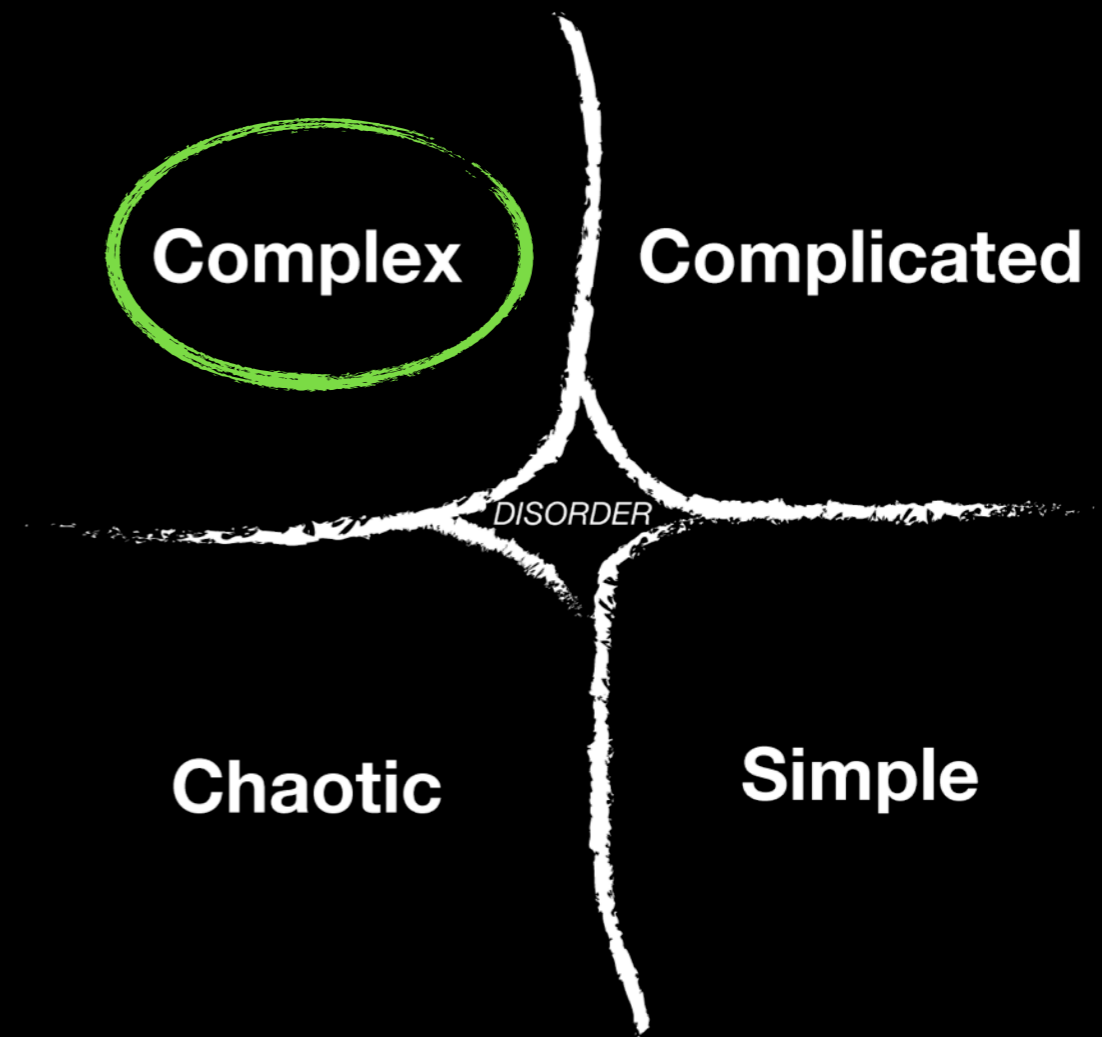
Patti speaks of the person-in-relationship. Developing responsive intelligence & capacity to make courageous decisions & act boldly in these relationships builds the foundation for supported living.

Cynefin

Patti shared a framework that she has been exploring as a way to guide innovation at Neighbours.

It identifies a common error that defeats efforts to offer individualized supports. Treating situations in which good decisions emerge from trying safe-fail probes (the complex space) as if there were well defined reliable answers (best practice or good practices based on expert judgement).

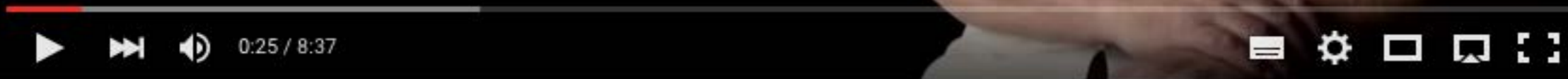
The complex space offers the best opportunities to develop individualized supports as people try safe-to-fail things together, do more to build on what works & dampen what doesn't work.



If you want to know more,
follow the link on the next page.

The Cynefin Framework

Presented by
Dave Snowden
Founder & Chief Scientific Officer



The Cynefin Framework <https://www.youtube.com/watch?v=N7oz366X0-8>



Cognitive Edge

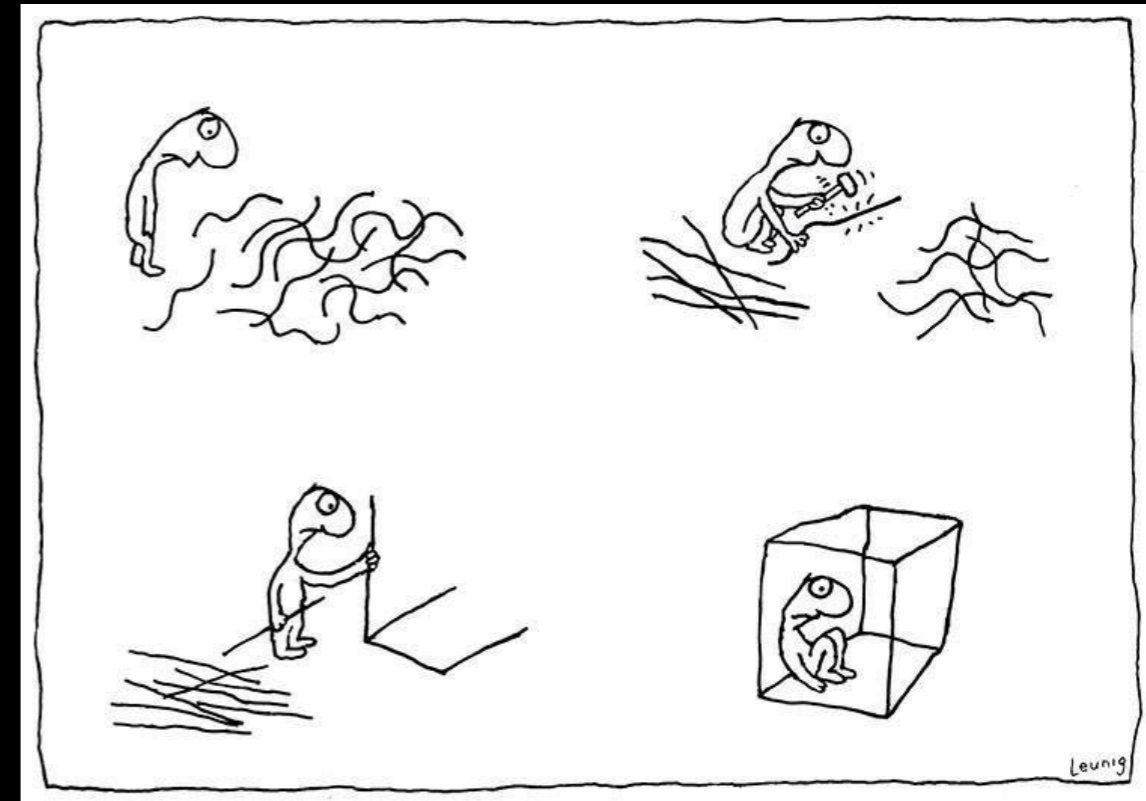
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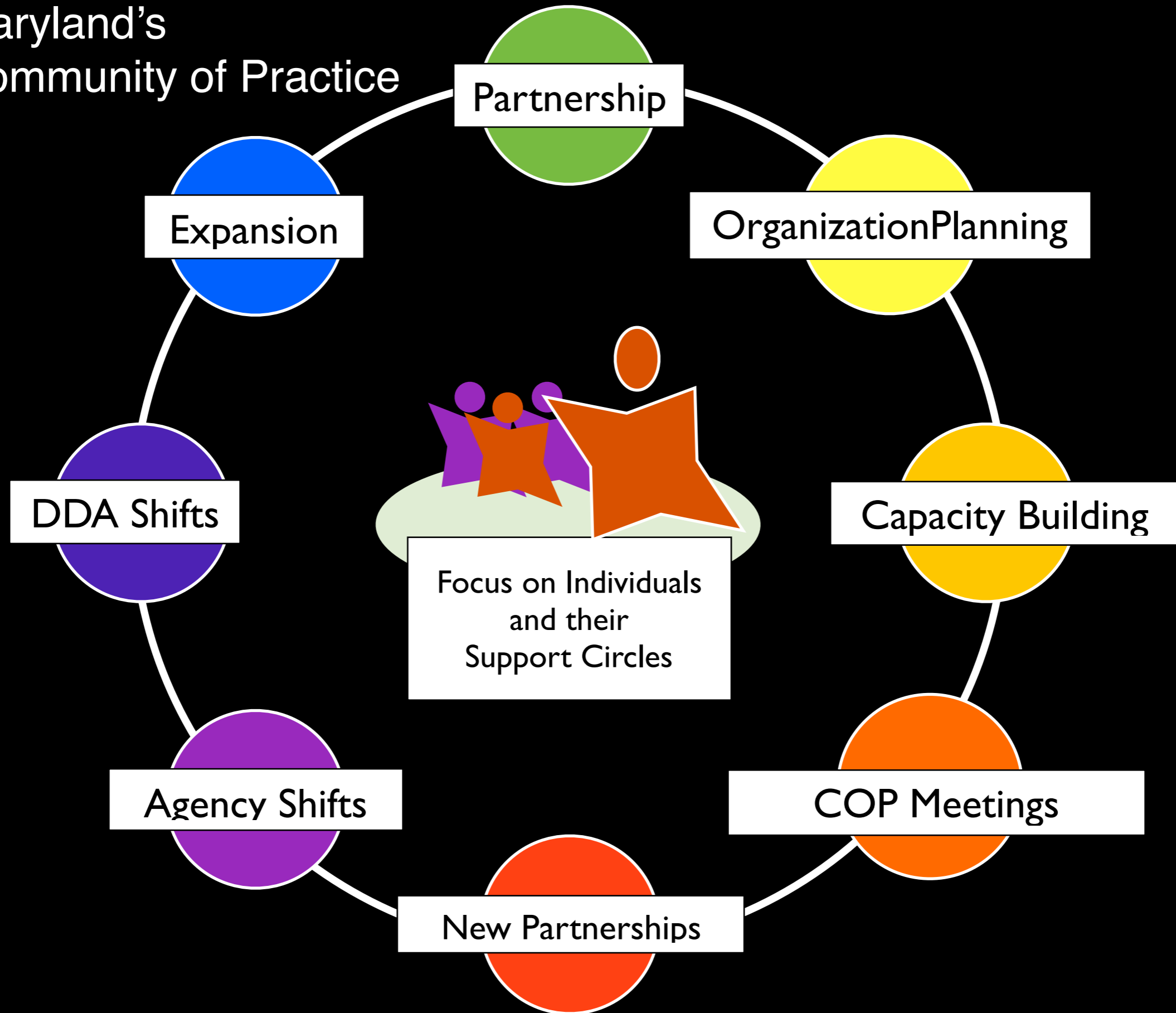
We offer each other good advice to “think outside the box.”

It makes sense to consider where the boxes come from. Leunig depicts the discomfort that leads us to treat complex situations from which the new could emerge as if they could be reduced to the order of straight, predictable lines which generate limiting structures to contain us & our anxieties.

Supported living grows stronger & more interesting when we cultivate relationships that allow us to make the best of complexity.



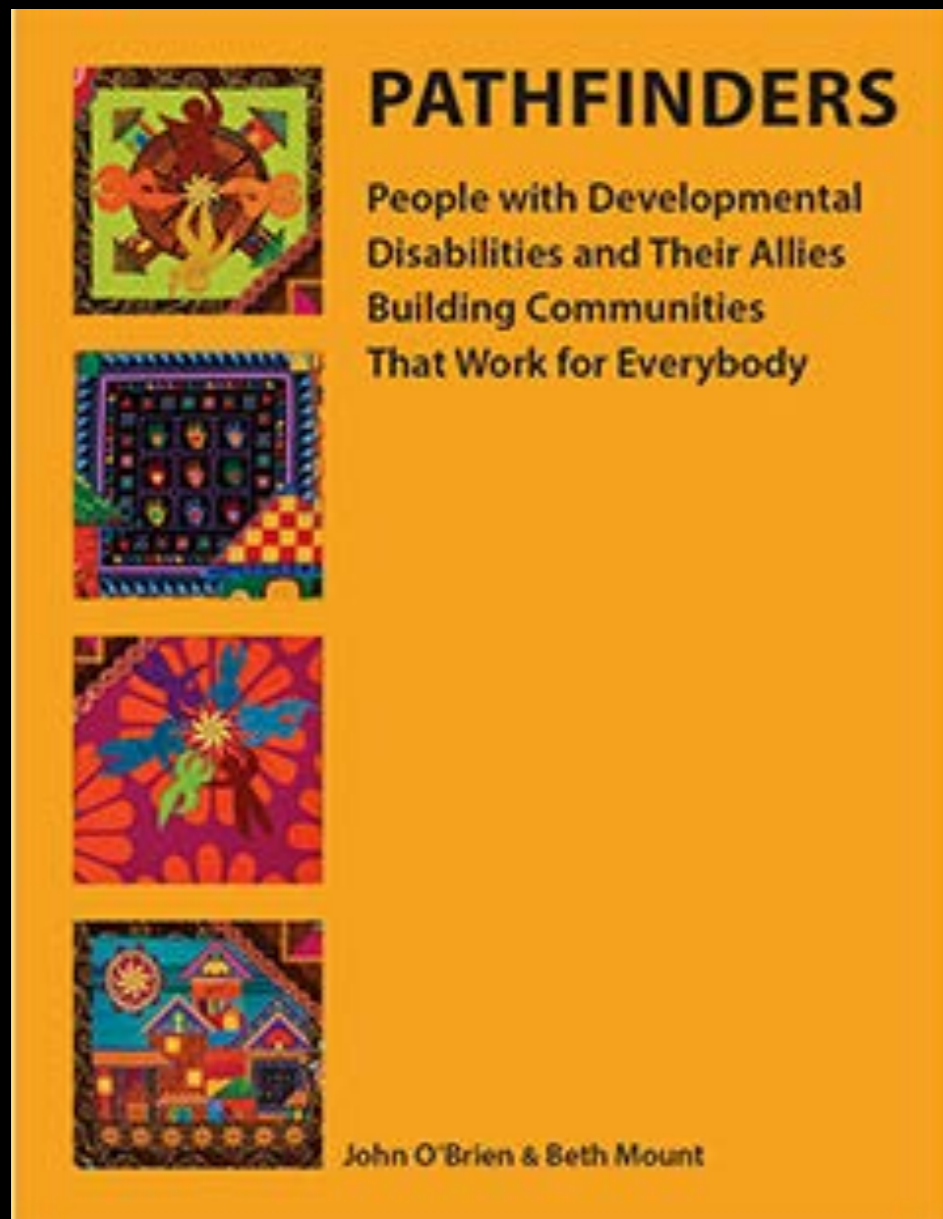
Maryland's Community of Practice





Celebration by Mari Evans

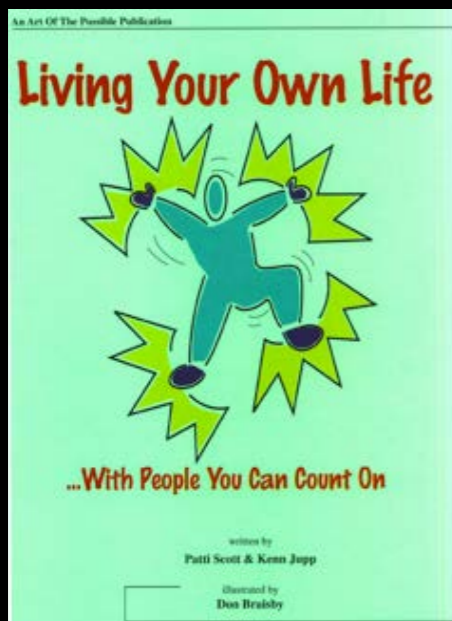
<http://poetree-house.tumblr.com/post/15726767590/celebration>



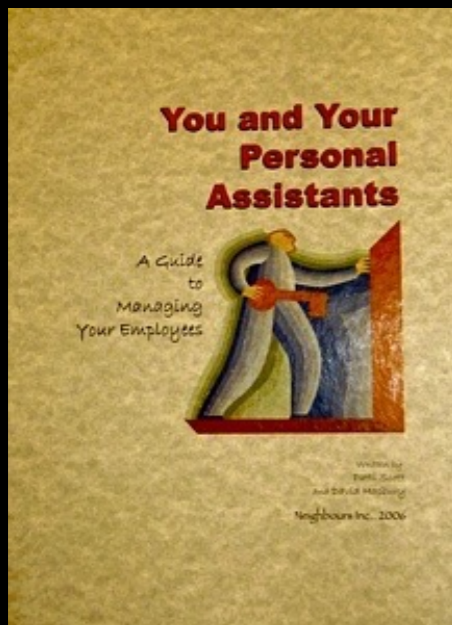
For ways to think about person-centered work & community building
<http://inclusion.com/pathfindersbk2.html>

For other books by John O'Brien & Connie Lyle O'Brien & friends <http://inclusion.com/jobrien.html>

For free downloads of papers by John O'Brien & Connie Lyle O'Brien & friends, <http://inclusion.com/obrienlibrary.html>

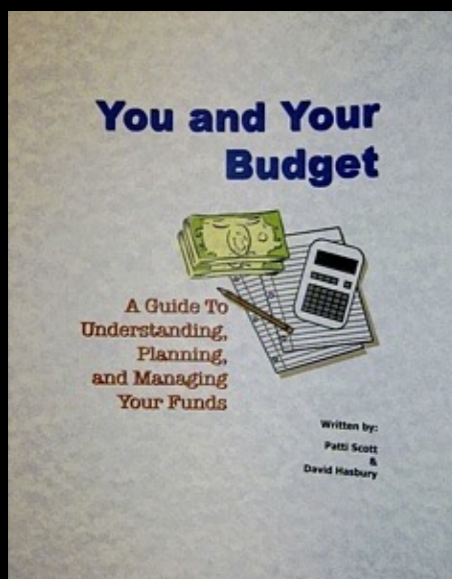


<http://inclusion.com/bklivingyourownlife.html>



A Guide to Managing Staff

<http://inclusion.com/bkpersonalassistants.html>



**A Guide to Understanding, Planning,
and Managing Your Funds**

<http://inclusion.com/bkyourbudget.html>