

Everyone Can Work Training Program:

**Person
Centered
Thinking and
Person
Centered
Action**

**Part of a larger system-wide change in the
Vocational Rehabilitation experience for
Tennesseans with disabilities**

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Everyone Can Work Training Program:

Two Foundational Assumptions

- Everyone can work
- The primary role and responsibility of all involved in employment services is to answer the questions of what work will be best and how to support it, not if (whether) work is possible.




Person Centered Thinking and Person Centered Action: 3 Parts

**Part 1: Introduction to Person-Centered Thinking and Employment
(August 2020)**

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**Part 2: Everyone Can Work – You Make It Happen (Recorded Orientation, On-Line course, and Wrap-Up Sessions
(March/April 2021)**

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**Part 3: Follow-Up Sessions by role:
(June 2021)**

Smooth Listening Activity

Activity: Find 2 skills that your partner has that are not readily apparent. Focus on personal hobbies, passions, avocations (i.e., knitting, interior decorating, races motorcycles). You must do this without asking any questions!

- First, how did it feel to have a conversation while seeking to learn something without asking questions?
- What did you find out?
- What purpose does this exercise serve in person-centered thinking and actions?

Learning from a Small Business Activity:

- Where did your team go?
- How did you approach the business?
- Which questions did you use?
- What did you find out?
- How is this process different from making a cold-call, or using traditional job development approaches?



Use Your Team's Social Capital Activity:

- The 3 broad interest areas are:
 - Health & Fitness • Children • Agriculture
- Strong personal connections
- Specificity matters!
- Note connection- how you got this business/contact.

Points to
Ponder Activity

Top 3 Points?


Why were they selected?

How do you plan to make it happen?

What resources would be needed in order to move forward?

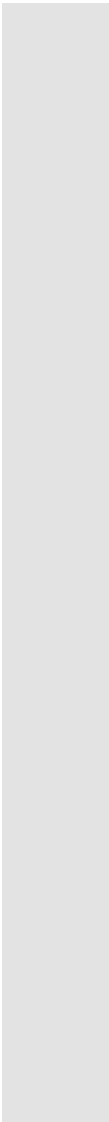
One Thing

“What is the one thing I learned, which if I start doing now, can make a big difference to my work/output/contribution?”



NCAPPS: Person Centered Planning Competency Reviews

Information gathered from these discussions of the competencies under the NCAPPS Five Competency Domains will help with discussion in the 3rd and final sessions of the Everyone Can Work – Person Centered Thinking project to be held in **June 2021**.



NCAPPS: Person Centered Planning Competency Reviews

Under each of the 5 Competency Domains you will find a number of competencies:

In your group taking one domain at a time do the following:

- Identify and describe all the Person-Centered tools, practices, policies and regulations used by DRS staff and referral agencies/staff that you are familiar with or those that you learned about in the on-line training or webinars.
- Identify and describe any gaps in the 5 Competency Domains in tools, practices, policies and regulations where you believe improvement is needed
- Identify and describe barriers you believe exist that impact the development or use of these tools.

Did any team complete this activity? Report outs?

Quick Review:

- Just because we're focusing on Person-Centered Thinking doesn't mean you aren't already using it.
- Like any performance improvement tool, PCT must be kept at the forefront of the daily engagement with our work.
- Person-Centering Thinking has implications that span an individual, a system, and other stakeholders.
- The way we think about a specific person or topic impacts how we act, interact, and ultimately drives outcomes.
- It's a difficult prospect to get a person to *think* the way we wish, but all industries at least try to put the customer first.
- Person-Centered Thinking requires frequent reevaluation and refocus if we are to improve *the experience of, and outcomes related to*, employment and rehabilitation.

Working Definition of Person- Centered Thinking (PCT) and Action

- Why define PCT at all? It seems straight forward enough...
- Parameters (home, work, relationships, health and decision control).
- Broad application versus disability-specific uses (special education, mental health, intellectual and developmental disabilities, physical disabilities)
- When systems incorporate powerful tools, they inevitably become “systemized.”
- To implement PCT, it’s important to understand why it came to be, and to operationalize a definition and set of specific practices.

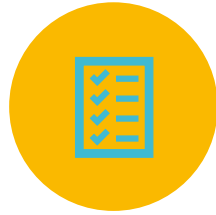
Working Definition of Person- Centered Thinking (PCT) and Actions:

Factors to consider:

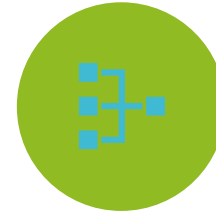
- Where is PCT being embedded?
- System-centric definition is possible but must be operationalized, measured, and part of CQI efforts.
- What other values in employment services must be present to embed PCT? These help define its presence.
- Is the definition (which leads to implementation) arrived at through a collaborative process?
- Can a system's core beneficiaries/customers "feel" the definition in interactions and outcomes?

Framework:

What will be the
PCT definition
for Tennessee
Vocational
Rehabilitation
Services?



What will be the
essential principles?



How will it be
operationalized?



Is there an existing PCT
definition that can be
used?



Which
partner/stakeholders
will need cross-walked?



Design-Thinking or How
Does It improve the
customer's experience?

Thank you!

- June 2021 sessions
- Links to course materials:
<https://www.griffinhammis.com/tn-drs-materials/>
- www.Griffinhammis.com