

Person-Centered Services

How do we do it?

Given our commitments and values, how can we move in more person-centered directions?

The Human Services Research and Development Center offers innovative and creative training and projects with the purpose of building an inclusive society. The Center engages in research and training projects that focus on learning and growing together as agencies, systems, and communities become more responsive to and valuing of persons with disabilities.

Available Training and Support

Outcome Based Services

- Consumers' Personal Goals
- Desired Outcomes
- What Do The Following Really Mean?
 - “Informed” choices
 - Consumer satisfaction
 - Desired outcomes
 - Continuous quality improvement
 - Person centered supports
- Self-Advocacy and Self-Determination

Community Inclusion

- Friendships and Relationships with Community Members/Social Roles
 - Specific how-to approaches for connecting individuals with and without disabilities
 - Supporting more valued social roles
 - Increasing natural supports
- Empowering the Community to be more accountable for community inclusion

Other Areas of Training

- Program Evaluation
- Development of Training Materials
- Meeting Facilitation/Focus Groups

Person-Centered Planning- Meaningful Implementation

- Application of ideas to people considered more difficult to serve
- Different person-centered planning approaches: Personal Futures Planning, Essential Lifestyle Planning, etc.
- Interagency cooperation around the planning process
- Learning beyond “we already know that” and “we’re already doing it”
- Facilitator training

Person-Centered Agency Design and System Design

- Bringing heart to long-term vision planning and change process design
- Designing a person-centered vision for the agency/system
- On-going consultation in moving toward a more person-centered design
- Leadership Training
 - Standing with people in the journey through complex situations and significant change efforts.
- Interagency Coordination
 - Building and expanding trust
- Team Building

Training has been conducted by HSRDC all over the United States, Canada, Netherlands and Israel ranging from one-hour lectures to one-day workshops to three-year projects. Most of this support has focuses on services for persons with developmental disabilities, with agencies and communities who want to develop in more inclusive directions. Training focuses on translating the good ideas and values of committed people into day-to-day realities.

Since 1989, HSRDC projects have included

- The Friends Project- working with six different residential agencies in urban and rural areas to discover what it takes for agency staff to support friendships between individual with disabilities and non-disabled community members
- Person-Centered Agency Design (1991-1994)- eight residential and vocational/day program agencies in different parts of Minnesota participated for three years in redesigning their agencies to be more person centered.
- Person Futures Planning- training facilitators in urban and rural areas.
- Person-Centered System Design (1994-1996)- in a unique system-wide project, all eleven social service agencies in the Faribault-Martin County area of southwest Minnesota who serve persons with developmental disabilities participated in a system re-design using self-evaluation and vision development/implementation processes. Residential, vocational, county social services, school special education, advocacy, self-advocacy, and community members' groups participated for two years. "One of the most striking features of the organization/agencies in the project was willingness to 'break the mold' and let innovation take place." (Evaluation Report)