

DVU Communication Access Webinar

Presented by Debra Jorgensen, Independent Facilitator

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Purpose of Person-Centered Planning

- Listening to the focus person about things like:
 - Where they want to live
 - How they want to spend time each day
 - Who they want to spend time with
 - Their hopes and dreams for the future
- Helping the focus person get the services they need to:
 - Lead the lifestyle they prefer
 - Be more independent
 - Be active members of the community
- This is no different for individuals who are non-speaking!
- A goal is the thing the focus person really wants to do, the communication supports are just the tools to help them get there

Values of Person-Centered Planning

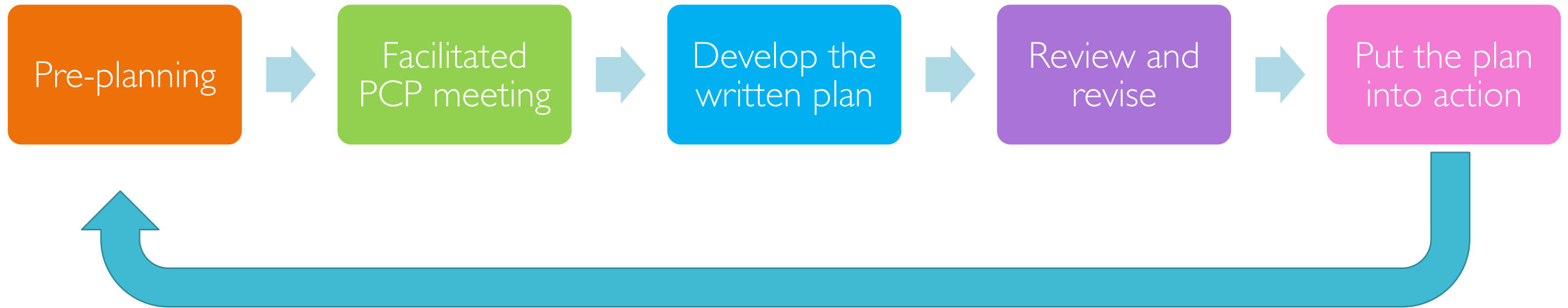
- Presume competence: believing that every person is capable of understanding and directing this process and making choices in their life
- Focus on strengths
- Behavior is communication
- Every person can make choices
- Every person can have a meaningful life in the community
- Respect cultural diversity

Adapted from Westside Regional Center Self-Determination Local Advisory Committee materials

My Role as the Facilitator

- Ask questions
 - including asking the participant and those in the circle of support to help you understand how to communicate best with that person
- Listen
- Observe and be a detective
- Help guide a discussion and bring the right people together
- Respect behavior as communication
- Allow the focus person to express themselves
- Meet the focus person where they are

General Format of Person-Centered Planning



Pre-Planning with Shy or Non-Speaking Individuals

- Take me on a tour, show me what's important (works on Zoom too!)
- Provide questions in advance (by email) so they can prepare their thoughts
- Allow them to generate responses with the right support when they are at their best (often not in a meeting with you). Use your meetings to discuss those responses and ask follow up questions

Ways to Structure a PCP Meeting for Non-Speaking Individuals

- Some of the time the focus person has a sense of the goals or outcomes they want
- Some of the time the focus person wants help organizing their day to be more fulfilling, so they stay focused on those things that are most important to them.
- When working with non-speaking individuals, I usually break down the process into smaller pieces
- The key to all of this is to adapt the format so that the focus person is heard, respected and in charge at each step in the process

Maggie

- 25-year-old young woman
- Lives independently with 24-hour support
- Loves being in the community: walking her neighborhood, going to the beach, eating at restaurants, listening to music
- Values independence and feeling safe
- Nonspeaking; communicates using a letterboard with a communication partner, and an ipad



Maggie Pre-Planning Activities

- Email introduction with brief summary of how the process will work, and explaining what will be discussed at first virtual meeting
- Virtual meet and greet to review the process and share the first set of questions
- Email the first set of questions and allow Maggie time to generate responses
- Meet to review Maggie's responses and share the next set of questions
- Email the second set of questions and allow Maggie time to generate responses
- Meet to review Maggie's responses and share the next set of questions
- Email the third set of questions and allow Maggie time to generate responses
- Meet to review Maggie's responses and plan the PCP "party"



Maggie PCP Meetings Structure

- Meeting 1
 - Positive descriptions of Maggie
 - Defining likes/dislikes, important to/for, skills/talents, etc.
 - Maggie mostly listens, yes/no feedback
- Meeting 2
 - Discussion of 1-2 topics
 - Maggie has prepared statements to set the foundation for each topic, then the group has discussion around it
 - Follow up with Maggie for confirmation of ideas shared during the meeting
- Meeting 3
 - Discussion of 1-2 topics
 - Maggie has prepared statements to set the foundation for each topic, then the group has discussion around it
 - Follow up with Maggie for confirmation of ideas shared during the meeting

Ongoing Communication Supports in Self- Determination

- Supports to add to the spending plan to help facilitate communication and understanding
 - Communication partners/friends
 - Personal development consultant – paid support to help manage
 - Staff management and training, could be a coordinator or supervisor
 - Communication trainer/adaptive skills trainer
 - Conferences and training opportunities
 - Technology: laptops, iphones, ipad, special cases/accessories, camera, video editing software
 - Software and other apps identified with help of a trained technology consultant
 - Personal emergency response systems
 - Alexa, digital calendar, large monitor, white board, binders – test out different techniques to improve communication with flexibility in SDP

Ongoing Communication Techniques in Self- Determination

- Other techniques to encourage communication
 - Team meetings
 - Cross training of staff (if one staff is good at something, make a quick video and train other staff in those techniques)
 - Regularly go back to PCP goals and actions steps to check in and fine tune
 - Review monthly spending reports and switch money around to prioritize what works best

Questions?

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