Person
Centered Services
A SHIFT IN SUPPORTER PERSPECTIVE

Person-Centered Thinking **goes beyond a mindset.**

It's a Skill Set

IntellectAbility's Person-Centered Thinking Tools & Training

The Most Trusted and Leading Resource for Person-Centered Tools and Skills Training Services

Person-Centered Thinking (PCT) Training

Person-Centered Coach Training

PCT Trainer Credentialing

PCT eLearn Course

Consulting Services

Web-based Person-Centered Tools

Why Train Person-Centered Thinking?

Person-Centered Thinking goes beyond a mindset. It's a skill set. Person-Centered Thinking skills and techniques are essential to achieving Person-Centered Practices. If people are going to gain or regain positive control over their lives, then those supporting the person need to utilize a skilled, person-centered approach to delivering support.

Person-Centered Thinking is the foundational skill set that enables those who support others to deliver organized and consistent services with Person-Centered Practices.

About the Curriculum

Our Person-Centered Services Mentor and Trainers are all credentialed with The Learning Community for Person-Centered Practices (TLCPCP) and deliver their approved curriculum. When you successfully complete any of these trainings with us, you will be officially recognized with The Learning Community.

TLCPCP is a collaborative of agencies, companies, states, and individuals who have come together to ensure best practices in Person-Centered Practices as well as resources such as curriculum, education, conferences, group discussions, and celebrations. IntellectAbility has partnered with TLCPCP to provide tools and training curricula.

About IntellectAbility

IntellectAbility has created the first and most comprehensive suite of risk resolution and learning tools for professional supporters. These tools and training curricula empower, educate, and inform those responsible for protecting, maintaining, and restoring health, wholeness, and good quality of life for people with intellectual and developmental disabilities (IDD).

IntellectAbility's Mentor and trainers boast a collective 80+ years of experience in the field, are all credentialed with TLCPCP, and deliver this curriculum regularly to support teams, administrators, clinicians, and case managers.

Find out more about our comprehensive suite of tools and training at ReplacingRisk.com or call us at 727-437-3201.

Person-Centered Thinking Training

Available on-site at your location or virtually via Zoom
Great for: All staff, particularly management staff and case managers
Duration: 3 days virtual or 2 days on-site

The staff you hire rarely come with an awareness of how to be person-centered. Consider what it would look like if your staff, newly hired or a long-time veteran, were specially trained in how to intertwine person-centered approaches into their everyday work to support a person. What if this was just how they did their job?

Person-Centered Thinking (PCT) is the foundational mindset that enables those who support others to deliver supports that are consistent with Person-Centered Practices. Graduates gain in-depth instruction on how to use and apply 11 person-centered observational, management, and problem-solving skills that can revolutionize how they support the person.

Graduates are also trained in how to accurately complete the Person-Centered Description (PCD). This is a main component of the PCT training. An accurate PCD can drastically improve the services and supports of the person as well as improve quality of life.

This training and the PCD ensure your staff are helping the person find and maintain positive control of their lives in addition to preserving information about the person and helping staff work more effectively and efficiently.

This live, interactive training helps attendees:

- Gain a proper perspective of the person
- Find that often elusive balance of what is Important To and For the person
- Ensure that what is learned about the person is properly recorded and built upon

Objective: A Person-Centered Thinking Training graduate has a firm grasp of person-centered observation, problem-solving, and management skills, alongside a host of specialized tools and techniques. Graduates will utilize these skills to create and edit comprehensive, effective Person-Centered Descriptions (PCDs) for the people your agency supports.

Person-Centered Coach Training

Great for: Management, supervisors, proficient PCT supporters
Duration: 6-8 months
Prerequisites: Coach Candidates must complete the Person-Centered Thinking Training Coach Training requires a minimum of two students

Keeping the momentum of your person-centered efforts going is not always easy. A lot of things compete for time and focus. Having key staff specifically trained to support, propel, and enhance this momentum is vital. Staff often need help using or implementing person-centered practices effectively. This is where having your own Person-Centered Coaches on hand can be of immense value.

Person-Centered Coaches are your on-the-ground, person-centered thinking support team. They can advise and help others further develop their PCT skills and assist leadership to incorporate PCT fundamentals into the services, supports, and future planning of the organization.

- Help staff develop and incorporate Person-Centered Descriptions into annual plans and daily support efforts
- Provide technical support
- Gain and keep the person-centered momentum in your agency

Objective: A Person-Centered Coach is fully capable of coaching others to accurately use Person-Centered Thinking skills and foster the implementation of person-centered practices into any level of the organization.

Become a Person-Centered Thinking Trainer

Great for: Committed and capable management and support staff with a passion for teaching person-centered practices
Duration: 6-8 months
Prerequisites: Trainer Candidates must complete the Person-Centered Thinking Training and Commitment Interview
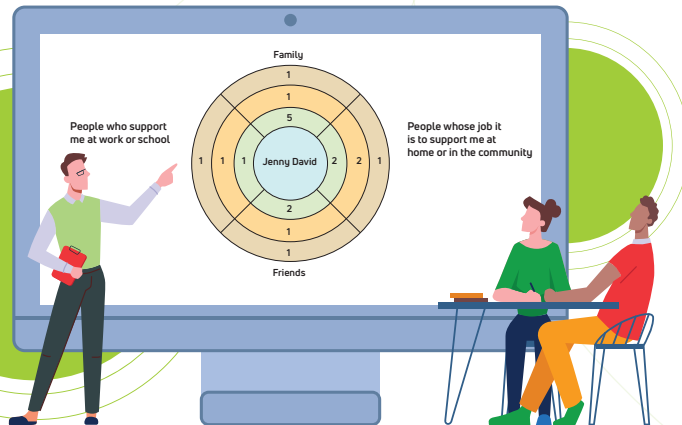
Do you find it challenging to keep your new and existing staff thoroughly trained in person-centered practices? Credentialing staff as PCT Trainers makes it easy to maintain the use and application of person-centered skills and practices despite staff turnover.

- Credentialed trainers can deliver the Person-Centered Thinking Training to any group
- Keep all staff trained and up-to-date regardless of staff turnover
- Ensure all support staff gain the important observation, management, and problem-solving skills they need to provide the best support possible

Objective: A Person-Centered Thinking Trainer is able to expertly deliver Person-Centered Thinking Training and is officially recognized as a credentialed PCT Trainer by The Learning Community for Person-Centered Practices.

Person-Centered Thinking eLearn

Great for: Direct Support Professionals (DSPs) or general staff
Duration: 3-5 hrs
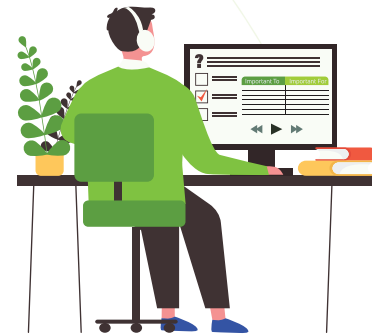
No doubt you have staff who would benefit from learning the essentials of person-centered practices, but these staff can't easily give up three days for virtual, live Person-Centered Thinking Training. Our Person-Centered Thinking eLearn course is the solution.

This self-paced, comprehensive online eLearn course is designed to teach the philosophy of person-centered practices, the core concept of "Important To and For," as well as expose the learner to key person-centered skills.

This eLearn makes it possible for everyone in your agency to learn and implement person-centered practices regardless of time constraints or availability!

- Penetrate all levels of your organization with a basic understanding of person-centered practices
- Ensure that all staff can contribute to the development of person-centered supports and plans
- Keep staff's knowledge fresh with unlimited access to the course

Objective: A Person-Centered Thinking eLearn graduate gains a solid set of fundamental person-centered values and a select set of skills and tools to help people reclaim or maintain a voice in their own lives.

Person-Centered eTool Suite

This one-of-a-kind, web-based platform is an effective and efficient way for supporters to ensure reliable, person-centered information is seamlessly incorporated into annual plans, daily support efforts, and is readily available to new staff getting to know the person.

Our Person-Centered Thinking eLearn, electronic Person-Centered Description (ePCD), and One Page Description (1PD) are interoperable, online training and tools hosted on one web-based platform, designed to help supporters capture, record, and build person-centered knowledge for the people their organization supports.

How it works

1. Staff utilize the techniques and skills they acquired in Person-Centered Thinking Training to collect person-centered information effectively.
2. They input the information they learned about the person into the electronic Person-Centered Description (ePCD) platform.
3. Staff who have completed the PCT Training may access and edit the ePCD as necessary. Staff who complete the built-in PCT eLearning course may view the ePCD.

Electronic Person-Centered Description

Great for: All staff throughout any organization, big or small
Prerequisite: All users may view electronic Person-Centered Descriptions (ePCD) within the eTool Suite platform, but users must complete Person-Centered Thinking Training to edit them

What is the electronic Person-Centered Description?

The Person-Centered Description (PCD) is the center of the Person-Centered Thinking Training and is used to capture knowledge about the person, record it, and build on it.

We've taken what was once just a paper document and created a one-of-a-kind, web-based version allowing staff to easily access and input essential information about the person to inform supports and planning. When completed, it is a roadmap to support the person, helping to balance what is Important To and For them.

The ePCD is an effective way to ensure reliable person-centered information is incorporated into annual plans, daily support efforts, and available to new staff getting to know the person.

One of the more frustrating realities for staff and the person supported is how hard-earned information and learning about the person is easily lost. Time and again, information painstakingly learned about the person in the effort to be person-centered is lost each time a staff person leaves or is replaced.

- All staff can access vital person-centered information about the person in real time
- Learning about the person is captured and expandable
- Information in ePCDs helps ensure the annual plan is person-centered
- Information is interoperable with other data systems

Objective: The ePCD provides easily accessible, consistent, and reliable person-centered information about the people your agency supports, ensuring continuity of care and support.

One Page Description

Great for: All supporters
Prerequisite: All users may view the One Page Descriptions (1PD) within the eTool Suite platform, but users must complete Person-Centered Thinking Training to edit them

What is the One Page Description?

The One Page Description is an at-a-glance, positive source of information about the person. It is one of the most effective ways to change how we talk about and introduce a person to others. Again, we have taken what was once only paper and created a one-of-a-kind, web-based version.

It contains key elements of the ePCD and requires at least three main components:

- ✔ What people Like and Admire about the person
- ✔ What is most Important To the person
- ✔ How to Best Support the person

How is it used?

The One Page Description can be used with anyone of any age and at any stage of life. It is a simple, quick, and effective way to inform others about what matters most to the person, all with person-centeredness at its core.

- Help their new doctor, staff person, case manager, or employer get to know them better as a person
- Facilitate matching the person up with the ideal roommate or staff person based on their personality and what's Important To *them*
- Assist them in finding that perfect job
- Help them find that "special someone" and subsequently help that person get to know them better

Objective: Easily and effectively ensure the person is viewed positively by supplying essential information on one page and creating a picture of the person based purely on who they are, not their disability, diagnosis, or limitations.
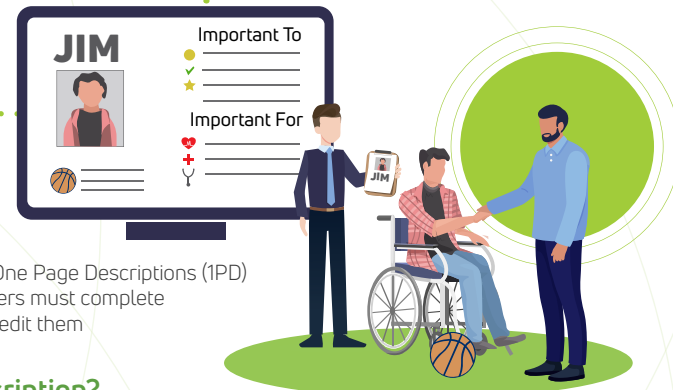
Person-Centered Consulting Services

Great for: Higher level staff and decision-makers; states or agencies
Duration: 3-5 hrs
Purchase consulting hours as needed or in packages

Efficient and effective implementation of Person-Centered practices is not always easy and should never be done in isolation or a vacuum. Why use trial and error when others with years of experience can guide you around the potholes of person-centered implementation? Our Person-Centered Consulting Service exists to help you glean from the vast experience of our credentialed Person-Centered staff, saving you both time and money.

As your go-to resource, we work closely with you as needed to evaluate your system, goals, and purposes so that your staff and, most importantly, those you support get the full benefit person-centered approaches have to offer.

These consulting services are ideal when:

- You need an outside evaluation of your agency or system to decide where to start your person-centered journey
- You require expert guidance in strategically implementing a person-centered service you've purchased from IntellectAbility
- You need assistance ensuring that the person-centered information you've collected is effectively represented in the person's annual plan
- You feel "stuck" in your efforts to use person-centered approaches

Objective: Receive expert consultation and direction on effectively implementing and getting the most out of person-centered approaches in your service environment.

Scan the QR code to download this brochure

IntellectAbility

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