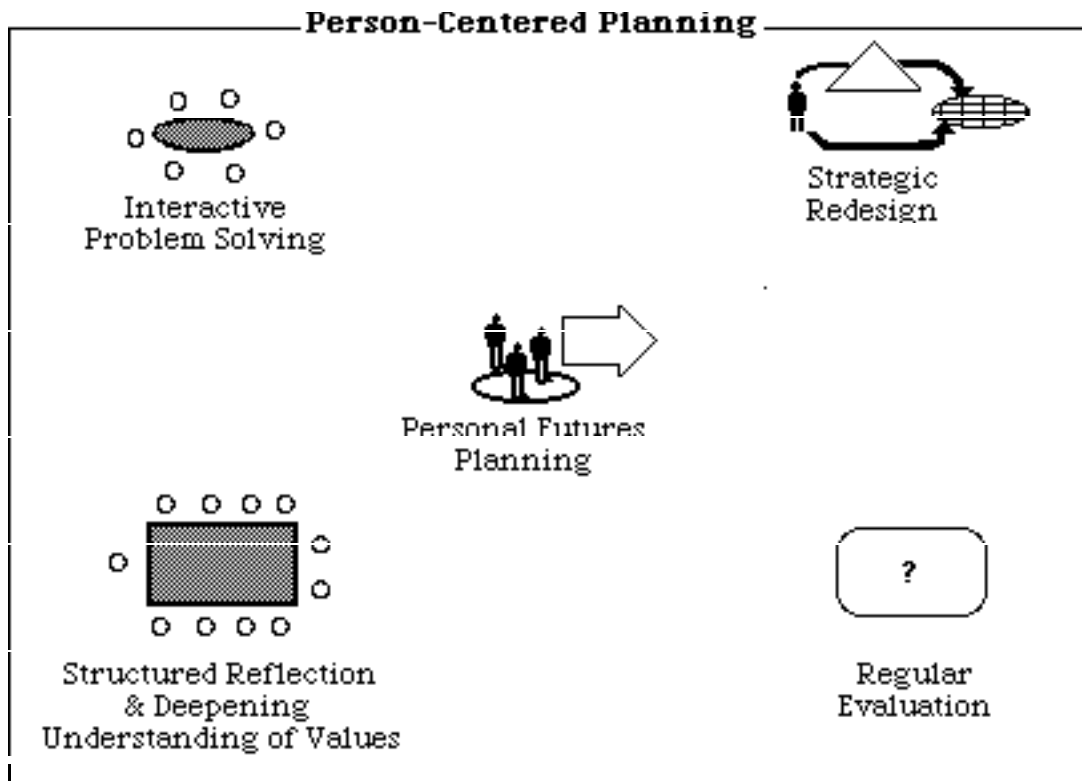


# Renewing Organizations Through Person Centered Planning

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Renewing a human service organization through person-centered planning calls for investment in five closely linked activities, each of which makes a unique contribution.



## Personal Futures Planning

Convenes those who know a person and develops images of desirable individual futures and collaborative strategies for moving toward them.

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**Interactive Problem Solving** Involves small groups of people in creative management of the day-to-day problems involved in taking constructive action on personal futures plans and redesign efforts.

**Strategic Redesign** Investing a growing proportion of the organization's time and money in developing new community opportunities, creating new connections and roles for people, and supporting people's continuing participation. This usually requires negotiating new positions in the organization's stakeholder network.

**Systematic Evaluation** Insuring review of the effectiveness and efficiency of organizational changes.

**Structured Reflection** Providing occasions for those involved in changes to deepen their understanding of the ethical issues at stake in delivering responsible services to socially devalued people.

### **One Sequence for Managing Innovation Through Person Centered Planning**

This cycle of activities outlines the responsibility of organizational decision makers in the process of person centered planning. If an organization can't invest in each part of the cycle, personal futures planning alone is likely to become an empty ritual.

### **Find a Focus**

- Convene organizational decision makers to review organizational performance, identify themes for development, and choose a sample of people whose situation embodies these themes.
- Authorize individual planning and problem solving by circles of people who know and support the people chosen.

### **Search for New Ideas by Listening to People**

- Generate shared images of desirable personal futures, individualized designs for service delivers, and specify organizational requirements for their implementation.
- Create occasions for organizational decision makers to listen to people with disabilities and those who know them well.

### **Increase Initiative**

- Support interactive problem solving circles in defining and managing the day to day changes required to put personal plans into action.
- Arrange necessary assistance to problem solving circles: chances to practice new skills, access to equipment or funds, support in waiving routine procedures and requirements.
- Establish incentives for innovators.

### **Redesign the Organization**

- Identify what works in individual initiatives.
- Create efficient ways to continue doing what works.
- Tell the story of the changes and their implications.
- Re-allocate organizational resources and re-negotiate organizational position to expand application of what is effective.