

Person- and Family-Centered Approach

Building a Culture of Collaboration with Members

Presented by: Colleen Daywalt & Sarah Eaton

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Objectives

- Build understanding of person- and family-centeredness
- Share Department successes and challenges in person-centered work
- Explore person-centeredness in your office
- Brainstorm ways to collaborate/utilize second phase of grant

Agenda

- Short presentation on person-centeredness
- Small group discussion activity
- How can we help?
- Wrap up

Thinking and behaving in ways that respect and value individual preferences, strengths, and contributions.



Respects and values individuals



Working with members and families

The Road to Person-Centeredness ... Without A Map!




The Real Road to Person-Centeredness ...

Advisory Councils

"When I'm participating on the Council, I feel like we are all equals—whether you're a client, a State employee or a member...there is no hierarchy. Everyone has a voice. It's exciting to be part of all the changes!"

- Member Experience Advisory Council member



In-Person Advisory Council
February 9, 2016

Advisory Council Engagement



The Work Continues

Internal

- Strategic Plan
- Staff training
- Employee onboarding
- Performance Plans



External

- Improve partnerships
- Contract language



Small Group Discussion



Report Out



Questions or Comments?



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Thank You!