



“Person-Centered Methods for Expanding Self-Determination in Provider-Directed Services”

Summary of a webinar from March 15, 2023

Introduction

This webinar is about how service agencies can support self-determination. Self-determination means the right to make choices in your daily life. The self-determination movement has grown over the years. Besides families, service agencies are the largest providers of services for people with disabilities. Service agencies can support self-determination in many ways.

Personal Stories

Jeff works at an agency called Advocates. Jeff talks about a toolkit that Advocates made. The toolkit has ideas for supporting self-determination in daily decisions and big life decisions.

Caroline is a Peer Specialist at Advocates. Caroline spent 4 years in a psychiatric facility. The psychiatric facility said they were person-centered but that was not always true. Caroline sees a lot of work that needs to be done.

Kenny is a self-advocate. To Kenny, self-determination means “independence and making my own choices.” He says self-determination is important for people to do what they want. Kenny works at a restaurant. He likes working because he gets out of the house, makes money, and enjoys helping people. Kenny has been advocating to make the bathroom at the restaurant accessible.

Sahra has been a direct support professional for over 21 years. Sahra supports people by listening to them and honoring their choices. Sahra says quality supports mean “having what you need done in a meaningful way versus having things done to you.”

Cindy is the leader of an organization called Hiawatha Homes. Her organization trains everyone on person-centeredness. Hiawatha Homes also has an Advocate position dedicated to the people they support. Cindy says, “As a person, as a provider, as a leader, our first responsibility is to really listen to people and to hear what is important to them and what’s important for them”.



NCAPPS

National Center on Advancing Person-Centered Practices and Systems

The speakers on this webinar were:



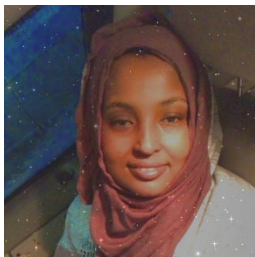
Jeff Keilson is the Senior Vice-President at Advocates and on Disability Policy Consortium's Board of Directors. He is a passionate supporter of people living in real homes in the communities of their choice and has worked extensively with people with disabilities. Jeff has also been a key supporter of self-determination initiatives with elders and in communities of color.



Cindy Ostrowski has been supporting and advocating for people with disabilities since 1989. Cindy is the Chief Executive Officer at Hiawatha Homes, Inc., a non-profit organization dedicated to providing quality support services for individuals with disabilities at home and in the community of Rochester, MN. Prior to working at Hiawatha Homes, Cindy worked collaboratively with stakeholders to develop and implement a person-driven quality assurance and licensing process called VOICE.



Kenny Bedtka lives in Rochester, MN at a group residential house for people with different abilities, called Hiawatha Homes. He works at Buffalo Wild Wings and with a local baseball team during the summer. His biggest goal is to be able to live on his own with some help and his staff is helping him to become as independent as possible so he can meet this goal one day. He has been a self-advocate for many years and has also spoken at the Capital several times to advocate for people with disabilities.



Sahra Hussein has been living in Rochester, MN since 1994 and has been a Direct Support Professional for over 21 years. She has worked in various group homes within Hiawatha Homes and is incredibly passionate about what she does. The greatest lesson she has learned from her work is the satisfaction you get from helping people reach their full potential. The most rewarding part of her job is being able to provide meaningful experiences to people.

Caroline Miller has been a Peer Specialist with Advocates since 2017. During that time, she received services from Advocates and has experienced both sides. Caroline's goal as a Peer Specialist is to support people in their desire to attain autonomy through self-advocacy. She is currently the supervisor for The Living Room, where people are supported in times of crisis and to find different supports to take charge of their lives.

NCAPPS is an initiative from the Administration for Community Living and the Centers for Medicare & Medicaid Services to help States, Tribes, and Territories to implement person-centered practices. NCAPPS webinars are open to the public, and are geared toward human services administrators, providers, and people who use long-term services and supports. All NCAPPS webinars will be recorded and archived at <https://ncapps.acl.gov>.