Derrick Dufresne, MBPA
President
CRA Consulting, Inc.
Des Peres, MO

Community Supports - It’s About Quality

October 11, 2013
Woodbridge Hilton, Iselin

The attached handouts are provided as part of The Boggs Center’s continuing education and dissemination activities. Please note that these items are reprinted by permission from the author. If you desire to reproduce them, please obtain permission from the originator.
Community Supports: It’s About Quality

DERRICK DUFRESNE
COMMUNITY RESOURCE
CRA@AOL.COM
CRA.CC

2010

- Year Of Community Living

2010

- Year Of Community Living
- 20th Anniversary Of The ADA

2010

- Year Of Community Living
- 20th Anniversary Of The ADA
- 35th Anniversary Of IDEA-PL 94-142
• 2010 •
  • Year Of Community Living
  • 20th Anniversary Of The ADA
  • 35th Anniversary Of IDEA-PL 94-142
  • 40th Anniversary Of Group Homes

• 2010 •
  • Year Of Community Living
  • 20th Anniversary Of The ADA
  • 35th Anniversary Of IDEA-PL 94-142
  • 40th Anniversary Of Group Homes
  • 60th Anniversary Of 1st Sheltered Workshop

NOT NEW !!

We have been doing community services for a very long time.

NOT NEW !!

Just because a program, event or innovation is new to us does not mean it is new to the world.

NOT NEW !!

We have been doing community services for a very long time.

NOT NEW !!

Just because a program, event or innovation is new to us does not mean it is new to the world.

Community is not the places you go ...
NOT NEW !!

We have been doing community services for a very long time.

Just because a program, event or innovation is new to us does not mean it is new to the world.

Community is not the places you go ...
Community is the people you know.

History

Our current system is set up to deliver exactly what we get.

Systems start with obstacles and limitations.

Communities begin with opportunity.

Entirely different outcomes
"Few friends, combined with loneliness linked to poor mental and physical health."
HighbeamResearch.com
April 2009

"Loneliness increases dementia risk."
Journal of Chinese Medicine
June 2007

"Why loneliness is bad for your health."
Jet
August 2000

The key is not to mix quality and compliance.

We cannot say what is quality to a person, we can define whether or not the services/supports offered are in compliance with the seller’s requirements.

Are there universal human values that can serve as an externally defined definition of quality?

Perhaps
Possibilities include:
Meaning Money Control Intimacy
**SELF CLUSTERS**

- Personal (Intimate) Self
- Social (Relational) Self
- Collective Self

_Gardner & Brewer_  
Journal of Personality & Psychology  
1996

---

The World works on connections.
The number one reason people with disabilities keep/lose their jobs is lack of social skills and inability to get along with their co-workers.

---

People get jobs overwhelmingly not because of skills, but connections.

Stuart Smalley from SNL was right

It may take a thousand connections to make one friend. If you only meet 2 new people a week, this could take 10 years.

---

We are separated from animals not by behavior or needs, but that we seek meaning.

The greatest disabilities are poverty and loneliness.

Many adults with disabilities have poor social skills and no money - thus, the greatest disabilities are poverty and loneliness.

---

**CONNECTION & FRIENDSHIP ARE THE ROADS TO OUR PERSONAL SALVATION**

_We need:_
- touch, laughter, and meaning
- to live
- to work (contribute, give back)
- to love
- to play
- to worship (gathering)

Social skills are discrete, teachable, and replicable skills.

Only staff with good social skills should work with people with poor social skills.

Don’t use my stuff to fill your holes!  
_(Lynne Seagle)_
Institution

Segregation

Shackle

Convict (without conviction)

Community Programs

Disability Bubble

Client

Community Circle

Community Life

Citizen

Disability Agencies can ONLY be (Below the Line)

How to Support Community Connections

- Identify Gifts & Talents
Perrysburg teen goes to the mat to achieve a life well-lived
Cerebral palsy no match for Perrysburg wrestler

Nick Hyndman was only 6 months old when his mother, Amy, opened the door to the company informing her that the company would not cover her son's therapy.

Nick, the letter said, was "nonrecovered."

Now there's an interesting term. Nonrecoverable. How shameful. Imagine a living used to describe your child like a shattered antique vase.

Less than a week after Amy and Paul Hyndman learned their son would suffer from cerebral palsy, a medical emergency that left him with brain damage. He was diagnosed with cerebral palsy and doctors suggested he might never walk, might never walk, and would likely suffer cognitive damage, which would require years for mental rehabilitation.

Nonrecoverable.

Nick says he doesn't like losing, but knows this is "the biggest physical challenge I've ever had. Wrestling is tough. There's a lot of pain. But you have to push through it with toughness. I get support and encouragement from my teammates. I'm going against kids who have wrestled for years. So I appreciate the support."

This might be the strongest thing you'll ever hear, but I like the fact I have to go through the pain. It gives me more of an appreciation for life. When I survive the pain, I feel like I can survive anything."

Yes, the weakest among us can become the strongest.

"This is more than wrestling, you know," said his teammate Josh Jordan. "I think it's changed everything. He's made a lot of friends. Everyone knows who he is now. You see him in the halls and he's always smiling. Speaking to everybody."

So that's the ending. It's about life.

Nick Hyndman has one.

A life, fully restored.
We Have Two Choices:
We Have Two Choices:
1. Predict the Future
or
2. Invent the Future

Which Sounds Better?

The Goal is for Staff to be Invisible
- Staff’s role is to be in the background, not be part of the activity.
- Staff sits “two rows back” and is there for support.
- The presence of staff is for support, reassurance and safety.

Intentionally
Invisible
Individual
Support
Plan
Person
Making the “Ask”
The most powerful way to get a community member involved in the life of another person is simply to

ASK

The “Ask” is Personal
The ask involves a person (usually within the disability bubble) asking a community member to invite a person with a disability to do one thing together.

- One Person
- One Wish
## Five-Star Quality Model™ - Measures & Outcomes

<table>
<thead>
<tr>
<th>Measure</th>
<th>Program Sponsor</th>
<th>Program Location</th>
<th>Program Focus</th>
<th>Program Responsibility</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five-Star</td>
<td>Community organizations. Agency functions solely as consultants &amp; trainers to sponsors</td>
<td>Typical community venue</td>
<td>All persons in the community including any with disabilities. Support provided by community. Agency only “on-call” to assist if needed.</td>
<td>Solely community organization and sponsor</td>
<td>Of the Community</td>
</tr>
<tr>
<td>Four-Star</td>
<td>Community organizations. Agency only provides invisible support and remains in the background.</td>
<td>Typical community venue</td>
<td>All persons in the community including any with disabilities. Agency provides invisible support to the sponsor and the community at the event.</td>
<td>Solely community organization and sponsor</td>
<td>Member of the Community</td>
</tr>
</tbody>
</table>

### Quality Transformation Threshold

<table>
<thead>
<tr>
<th>Measure</th>
<th>Program Sponsor</th>
<th>Program Location</th>
<th>Program Focus</th>
<th>Program Responsibility</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three Star</td>
<td>Sponsoring agency in partnership with other community organizations</td>
<td>Community venue separate and distinct from the agency owned venue</td>
<td>Persons from sponsoring agency plus possibly others and persons without disabilities from the community may participate.</td>
<td>Agency and partners</td>
<td>Participant with the Community</td>
</tr>
<tr>
<td>Two-Star</td>
<td>Primarily developed and led by human services/disability agency</td>
<td>Community venue separate and distinct from the agency owned venue</td>
<td>Primarily agency clients, but persons without disabilities may participate.</td>
<td>Agency</td>
<td>In the Community</td>
</tr>
<tr>
<td>One-Star</td>
<td>Solely developed and led by human services/disability agency</td>
<td>Agency owned venue segregated from the community</td>
<td>Agency “clients”</td>
<td>Agency</td>
<td>Absent from the Community</td>
</tr>
</tbody>
</table>
The Fabric of Our Lives
FIVE-STAR QUALITY
Testing the Hypothesis

Derrick F. Dufresne - cra@aol.com
Mike Mayer - mikemayer@craconferences.com

HYPOTHESIS: When asked, community members will become involved in the life of a person who has a disability around one or more chosen interests of the person who has the disability.

1. Invite a person with a disability to participate
2. Discover community interest or relationship
3. Get committed team to agree to assist
4. Brainstorm community, contact, ideas, and strategies that currently do or do not exist
5. Decide on strategy
6. Develop action plan (ASK, ASK, ASK)
7. Evaluate Plan
8. Did it work?
   - Yes (Rejoice)
   - No (Try again!)
Suggested Reading List

“Community Supports- It’s about Quality”

Prepared by Derrick Dufresne
CRA Consulting Inc.

1. *Good to Great* by Jim Collins
2. *Outliers* by Malcolm Gladwell
3. *Transformational Leadership* by Bernard Bass
4. *The Leadership Challenge* by James Kouzes
5. *Leadership and the Art of Change* by Lee Roy Beach
6. *Person Centered Planning Made Easy* by Steve Holburn
7. *Person Centered Planning* by Mary Mercer
8. *A Disability of the Soul* by Karen Nakamura
9. *Inventing the Future* by David Suzuki
10. *Loneliness* by John Cacioppo