GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

PROCEDURE	
Subject: Person Centered Thinking Tools	Procedure No.: 2015-DDA-PR002
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Cross Reference, Related Policies and Procedures, and Related Documents: ISP Policy; Initial ISP Procedure; Annual ISP Procedure; Service Coordination Desk Guide; PCT Reflection Sheet	

1. **PURPOSE**

   This procedure sets out which Person Centered Thinking (PCT) tools are required to be used in planning for and developing a person's annual Individual Support Plan (ISP). PCT tools help determine what is important to and important for a person, and guide the creation of the balance between them.

2. **APPLICABILITY**

   This procedure applies to the Service Planning and Coordination Unit, any DDA staff who participate in development of the ISP, and their immediate supervisors, as overseen by the Deputy Director for DDA.

3. **PROCEDURES**

   A. The person's service coordinator is responsible for working with each person and his or her support team, to complete the following PCT tools, as part of the ISP planning process. The PCT tools inform what is important to and for the person and will become the basis of developing the person's goals and activities.

   B. The tools shall be updated, as needed, based upon changes in the person's life. At a minimum, the PCT tools shall be reviewed and revised, as applicable, as part of the person's annual ISP process, in accordance with the DDS Annual ISP Procedure.

   C. The following PCT tools are required as part of the person's ISP planning process, and shall be reviewed and updated, no less than annually:

1. **Relationship map**: Identifies who is in the person's life and provides a picture of relative importance. It is also used to see who should contribute to a person centered plan or person centered description.

2. **Positive Reputation/Like and Admire**: Learn what to include in the section of the plan that introduces the person and who is more likely to know what is *Important To* the person (who to listen to as opposed to who to talk to). This also helps people see that many "negative" behaviors reflect the circumstances that people are in and the absence of important aspects of what is *Important To*.

3. **Good Day/ Bad Day**: Learn how to best support a person based on what needs to be present and absent in life.

D. There are four (4) optional PCT tools of which at least one (1) is required, and it must be reviewed and revised, as needed, at least annually:

1. **Rituals and Routines**: Identifies rituals and routines that must be present in a person's life to create and contribute to a feeling of contentment, comfort, fulfillment, and satisfaction. This also helps to identify what parts of a routine to keep and/or change. These things typically identify or support what is *Important To* the person.

2. **Communication Chart**: Records how people communicate; prevents information loss during staff turnover; gives new people a quick reference guide; and reduces the need for behavior plans that arise from people not being listened to. Helps us understand what a person is trying to tell us and what those who support the person need to do in response.

3. **Important to/ Important for**: A way to help describe both how someone wants to live and a reasonable balance between the components that make-up *Important To* and *Important For*. Forms the foundation of all of the other work. As the core concept this is at the center of planning and practice.

4. **Learning Log**: Records the details of what is working and not working as people engage in specific activities. It is used to journal learning and helps understand how to best support people in challenging situations.

E. Other useful PCT tools which may be used, as needed, are listed below. Please also see the PCT Reflection Sheet.

1. **Two-minute Drill**: Learn what is most *Important To* and *Important For* the person and the critical aspects of support.

2. **Working/Not working**: Analyzes an issue/situation across multiple perspectives and provides a picture of how things are right now.

3. **4+1 Questions**: Collects and organizes the learning that has been done about a person or a project. A way to focus future efforts based on the learning.

4. **Donut**: Creates clear expectations regarding performance and encourage creativity.

5. **Matching**: Develops the information needed to match those who use services with staff or with other people who use services. A good match between those who provide the services and those who receive the services is one of the strongest determinants of quality of life. Where there is a good match community connecting becomes easier.