



## THE QUALITY NEWS

Challenges are what make life interesting;  
overcoming them is what makes life meaningful.

Joshua J. Marine

### Person Centered Planning & Thinking

When we began to plan on our 9th issue of the Quality Newsletter, we thought that this month we should take a step back and reflect on our agency's journey into Person Centered Planning and Thinking.

As we have learned *together*, Person Centered Planning is a collection of tools and approaches based upon a set of shared values that can be used to plan *with* the person - not *for* them. These tools can be used to help the person think about what is important in their lives now and also to think about they want for their future. Planning is built around the individual's circle of support and involves all the people who are important in that person's life.

So far, we have introduced you to 5 different tools in our newsletters, including:

- ◆ Sorting Important To/For
- ◆ What is working/not working
  - ◆ Matching Staff
  - ◆ 4 + 1 Questions
  - ◆ The Donut

We are thrilled to hear the success stories from the staff using the tools in the homes, at the work sites as well as using the tools in their own lives. The IHP Process has become Person Centered focused through the implementation of the tools and it has generated a new way of looking at the planning process. The feedback we are receiving is encouraging and the individuals who have taken part in the process said that they feel more involved, they are making decisions and are happy with the progression.

We have come a long way in our journey and together we will continue to embrace PCT as an agency. We will continue to introduce you to new tools and we will share success stories along the way. Together we have a purpose in looking at our individuals in a different way, assisting them in gaining control over their lives and through a team effort, developing plans that will turn dreams into reality. We are well on our way....we recognize that we are not there yet.....but we will get there *together as an agency*.

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Support Quality of Care & Support  
Helping Quality  
Managing Risk & Compliance

### Therap Tips!

#### Getting More out of Therap by using Help & Support and Live Help

One of the very unique qualities of Therap is the availability and many ways they provide **HELP & SUPPORT** to **ALL** users:

#### How do I find the Help & Support options in Therap?

Look for the **Green ?** on the bottom of you First Page and you will find additional fun ways Therap provides ALL users with assistance:



**User Guides:** Available for all Therap Modules in an easy to read and follow format.

**Walk-About's:** Interactive way to learn about the different modules in Therap.

**Automated Training:** An animated series of training videos, featuring T-Girl, Therap's own virtual Trainer. You will find every module here and T-Girls leaves no stone unturned!

**Training Games:** A fun way for staff to learn about Therap and its functions

**LIVE HELP:** Did you know that Therap LIVE Help is available to **every single user** and is available nearly 19 hours a day? Look for this icon on the bottom of your Therap First Page and do not hesitate to use it if you are stuck or just have a question—Therap Live is there to HELP you!! If you have a question for Therap...then you can also send an SCOMM to Therap Support. Any and all inquires and responses to your questions will be tracked under "My Issues" on your first page! Therap is there to help YOU—the user—so take advantage of it!



**Do you have a Therap tip or question? We want to hear from you....email your tips or questions to:**

[lisa@thearcofsomerset.org](mailto:lisa@thearcofsomerset.org)

We are currently using:

**Therap Version: 8.15.5**