The Arc
of Somerset County

Achieve with us.

THE QUALITY NEWS

The achievements of an organization are the results of the combined effort of each individual

Vincent Lombardi

Person Centered Planning & Thinking

Each month, it is our pleasure to introduce you to the wonderful world of Person Centered Thinking …but in all honesty, it is more exciting to be able to share personal success stories with you. :)

This story was written by Louis "Buddy" Mrofka & Program Manager George Joseph on how Buddy and Muktar Hamzat, a skilled employee, worked together to resolve an issue.

Buddy, a well-known individual, has been a part of The Arc of Somerset for many years. At his recent annual IHP, he expressed an interest in attending church services. During his meeting, the team discussed that while growing up in Somerset County, Buddy enjoyed attending services with his family, and that it would be fine for Buddy to attend any church of his faith.

The following Sunday after the meeting, Buddy & the program staff drove to a local church of his faith. Nevertheless, once they arrived Buddy, although non-verbal but expressive through gestures and a picture book, told the staff "No" he did not want to get out of the van to go inside the church. The staff did not understand. This is what Buddy wanted to do and now he is not going? Maybe he is nervous; maybe he changed his mind? The staff took him to other nearby churches and again he refused to get out of the van.

Using the Person Centered Tool, Matching Staff, and Muktar had established a wonderful relationship with Buddy. Like the other staff working at the home, Muktar has special skills and an understanding of really listening to the individual and making the connection of *what is important to* that person. Muktar knew that going to church was very important to Buddy and that Buddy did want to attend…but what is wrong? Knowing that Buddy grew up locally in a neighboring town Muktar decided to take Buddy to the church in his home town and was surprised when Buddy said "No – No" when they arrived. Muktar had a hunch that the church had to be close by and one evening, they went out and drove to the neighboring towns close to Buddy's hometown. While riding through one of the towns, Muktar got the response he was hoping for when Buddy became very excited and pointed to a nearby church indicating that was indeed a special place to him. Muktar asked Buddy if he recognized the church and if that was the church he wanted to attend and Buddy indicated that yes, it was!

The next Sunday, Muktar took Buddy for services at the church. This was *the* church, the same church that Buddy attended with his family when he was young. Buddy was could not wait to get inside for services. When Buddy entered, not knowing what to expect, he got another surprise when many of the parishioners recognized him and they were just as excited to see him as well!

Buddy did not want to go to *"a church"*…he wanted to go to <u>*a specific church*</u>. By listening, by knowing Buddy, Muktar was able to figure that out. Buddy was trying to communicate what was wrong. Instead of relinquishing and chalking it up to, Buddy simply changed his mind, Muktar did not give up, and he knew that Buddy was trying to communicate something significant – something that really mattered to him. The best part is that In the end, Muktar was able to help develop a meaningful community connection for Buddy. <u>Great team work Buddy and Muktar!</u>

Therap Tips!

INDIVIDUAL HOME

OK, how cool is this? Have you checked out the <u>Individual Home</u> on Therap yet? This is a brand new module that allows users to view detailed information regarding an individual in one place!

<u>Where is it?:</u>

1. Click on the "Individual Home" link available at the top-right corner of your First Page or click on the "Individual Home" tab of your Dashboard

2. Select an individual to view his/her page. You will only see individuals that are assigned to you.

<u>What are the features?:</u>

1. The Individual Home page displays feeds on the latest T-Logs and GER's that may have been created for the individual. The logs will indicate the authors. The GER's will show who has read the entry.

2. Current and updated ISP data is displayed.

3. Essential Health Tracking information and any Upcoming Appointments are listed.

4. There is a hot link to the IDF that can be easily accessed with one click!

5. Under the 'Profile' tab, listed are all approved staff associated with the individual with one click S-Comm capabilities!

Get the most out of Therap:

http://support.therapservices.net/display/support/Home

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

lisai@thearcofsomerset.org

We are currently using:
Therap Version: 1.9.17

What's On The Training Board?

◆ CPR is now a 2 year certification! We are now pairing CPR with First Aid as a joint class! Ensure you are signed up today!

◆ Did you know that trainings offered at the Elizabeth M. Boggs Center are <u>*free*</u> to all individuals we support, Arc employees and family members as well? Please visit their site http://rwjms.umdnj.edu/boggscenter/ and on the left hand side choose Training Opportunities. There are exciting trainings to choose from — please register today!