



THE QUALITY NEWS

"Person centered planning grew out of a passionate concern to support people with developmental disabilities in discovering and contributing their gifts"

O'Brien & O'Brien

Person Centered Planning & Thinking

For our final edition of the year, our newsletter presents the *7 Key Quality Suggestions* to the question: Is It Really a Person Centered Plan?

It is critical that each of these questions are considered in the development of a person centered plan:

- *How have we made sure that the person is at the center?*

Each plan must always ensure that the person is at the core—as this is their plan—belonging solely to the individual—not to service

- *How have we ensured that family and friends are partners?*

Family and friends must be included as partners, without contribution of the people that know and care about the person the most, it certainly cannot be called a person centered plan.

- *In what ways does the plan show what is important To The Person?*

The plan should show what is important to the person; the people, places and things that really matter and mean the difference of having and experiencing real quality of life.

- *How does the plan help the person to be part of the community?*

The plan should help the person become more involved in their community; allowing them to make a contribution to the community and to find natural supports from the community

- *Does the plan go beyond conventional service options?*

The plan should not be limited to conventional service options, if it has been, then it is simply a service-owned plan. We must listen to people, and build the supports around them according to what they tell us is important to them.

- *How are we making sure that the plan is implemented?*

The plan must be implemented. If it is not implemented, we are failing to keep our promises, wasted our time and the person's time and have set them up for disappointment.

- *How are we continuing to listen to and learn from the person?*

We must continue to listen and learn. Person Centered Planning and thinking is not just something that occurs as a meeting, these practices that must be built into everything we do and say. There is no substitute for really listening to the person and the people who know and care about them the most; and it is just as important to take real action to ensure that we deliver what is most important to them!

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7 Support Quality of Care & Support
7 Reflection
7 Manager MA & Compliance
Helping Developmental Disability People...

Therap Tips!

Personal Finances

Therap finances has allowed our agency financial integrity with:

- Audit trail that allows identifies what user entered what and when
- Audit trail that identifies deleted entries
- Audit trails that shows in real time when entries were made (time/date stamped)
- Accounts can be accessed from any PC to supervise/audit
- Access accounts during IHP or any Meeting
- Account information cannot become corrupt
- Support from supervisors—both can access the same exact file or transaction from different locations at the same time
- Live support for users 24/7
- Search by key words
- Accounts at a glance
- Account information cannot be lost
- Does not need to be backed up—does not take up valuable computer hard drive space
- Easy to use
- Limitless report options
- Reports can be formatted in excel or pdf
- Only Administrators can create new accounts
- Managers cannot delete accounts for any reasons
- Administrators can see if accounts are in a negative balances
- Writing a check out to cash is not an option. The check must be entered in the name of the Person Served or the name of the Employee
- When there is a change in management, Therap finances can be viewed immediately where the last manager left off
- 1:1 Training by Quality Department
- Regular audits conducted with increased ease

Just another example of how Therap has changed the way we do business...improving the quality of services that we provide for our individuals.

Do you have a Therap tip or question? We want to hear from you!

Email your tips or questions to:
lisa@thearcosomerset.org

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