

# Making a Difference!

**Stephanie Bell, The Arc of Carroll County; Sarah Dahrabbou, Shared Support Maryland, Inc.; special appearance by Beth Mount  
Moderator Gail Godwin, Shared Support Maryland, Inc.**



# Welcome!!

- What do you bring to the table when supporting people with disabilities?
- What is that "special something" you draw from when supporting people with disabilities that makes it all come together?
- Life works for Leanne when I....
- It Makes a Difference when I...





**You make a difference by building a relationship that supports a person to act as a contributing citizen.**

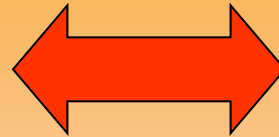
**The way you are with people makes the difference.**



- **The person counts on you for the assistance they need to keep their life going.**
  - **You have time to get to know the person in everyday routines.**
  - **You accompany the person into new experiences.**
  - **You may earn the person's trust.**

# Common Conflicts

What a person says s/he wants

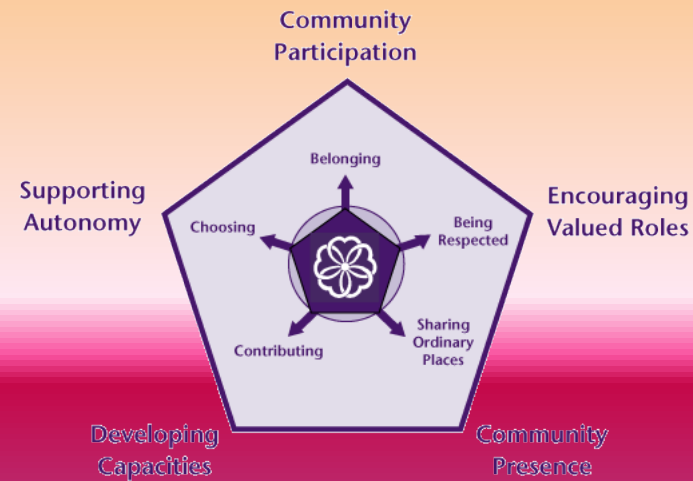


Commitment to Accomplishments

The way a program is set up



The climate at work



# ***The Arc of Carroll County's Transformation...***

It all started when...



**The fact that people became heroes and sheroes can be credited to their ability to identify and empathize with the “other.” These men and women could continue to live quite comfortably with their slow temperament but they chose not to. They made the decision to be conscious of the other –the homeless, the downtrodden and the oppressed. Heroism has nothing to do with skin color or social status. It is a state of mind and a willingness to act for what is right and just.**

**–Maya Angelou**

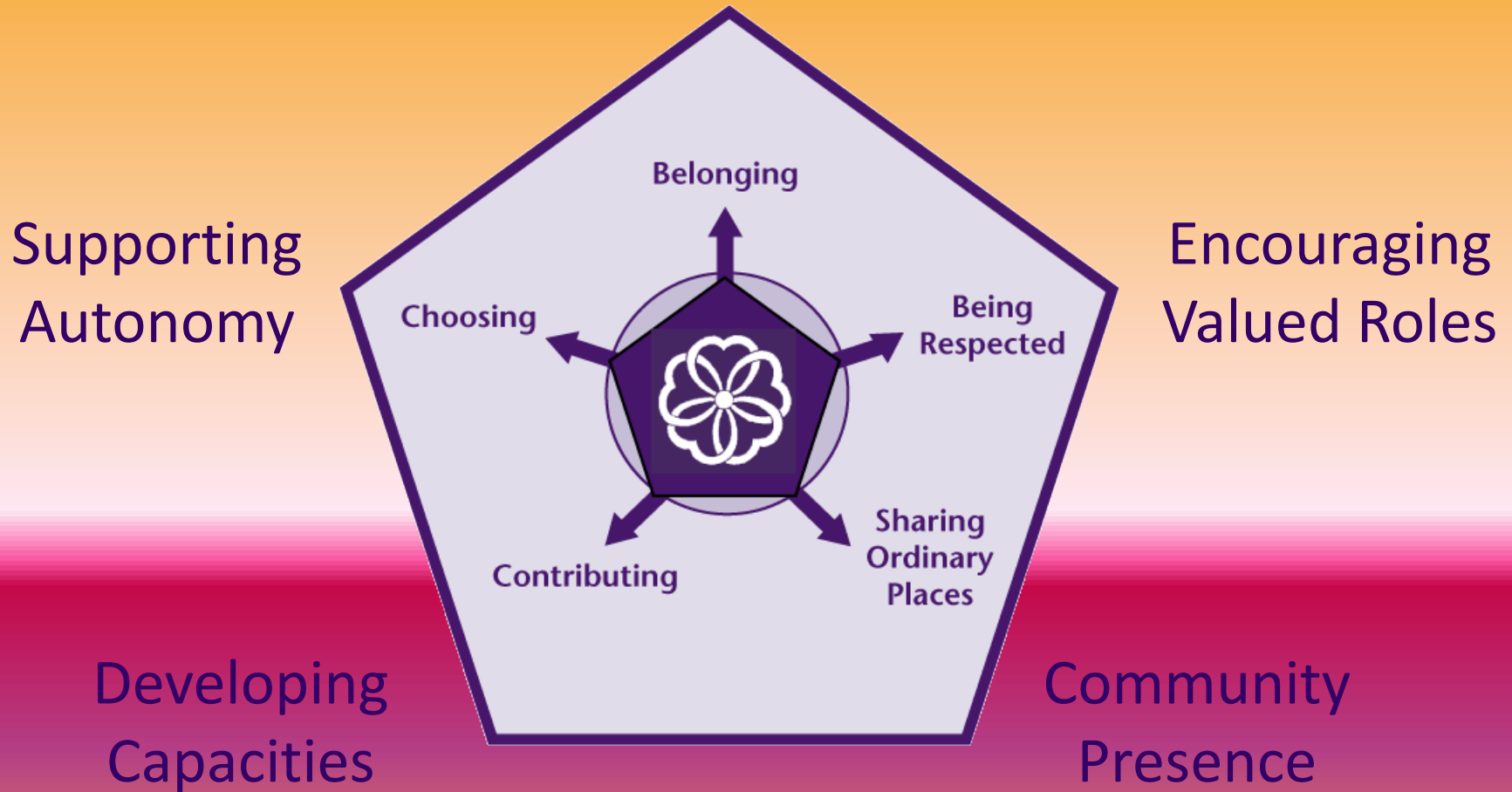


# Our S/Heroes...

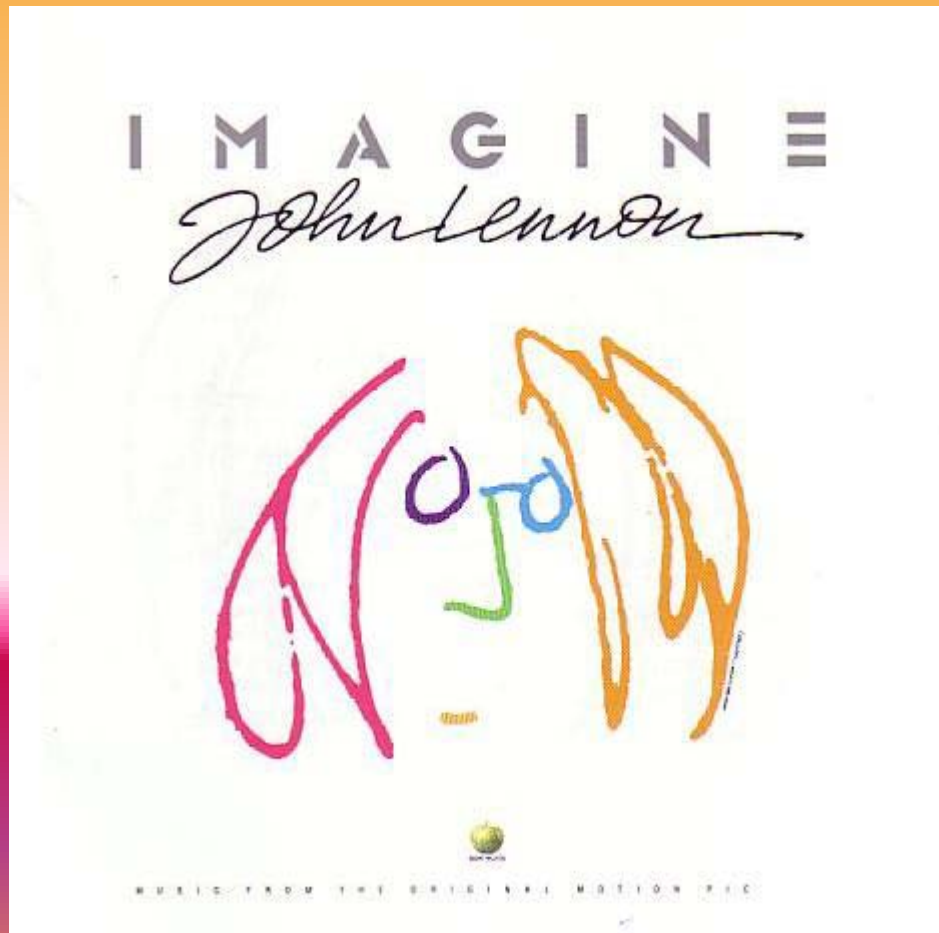


# Service Accomplishments

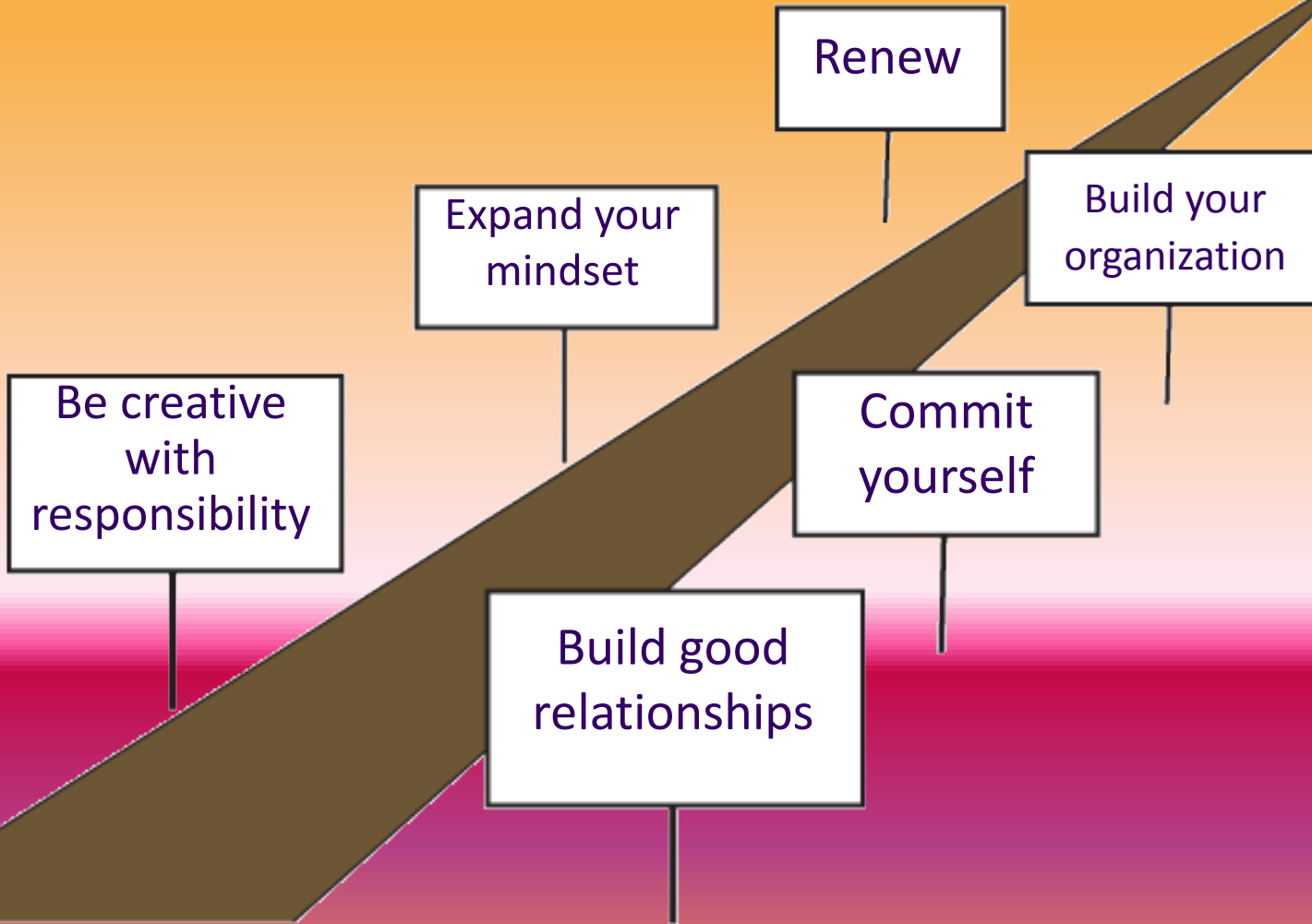
## Community Participation



# *Stephanie...*



## Signposts for the Journey



Be creative  
with  
responsibility

Expand your  
mindset

Build good  
relationships

Commit  
yourself

Renew

Build your  
organization

Build your  
organization

# What We've Noticed....



....as we've expanded our mindset and set on our journey

# The Art of Discovering

...what people can contribute to community life

Deciding to practice capacity thinking is the most important thing anyone can do to keep from being captured by limiting beliefs



The rule is: find ways to do more of what works.

...ways that people can make their contribution



# Questions That Create Quality

- How do we enhance people's reputation?
- How do we increase people's presence in the life of their communities?
- How do we assist people to develop their capacities?
- How can we help people have more choice & control in their lives?
- How can we assist people to make & maintain friendships and memberships?

# Person-Centered Direct Support



Make a Difference – Mount, O'Brien





When we are at our best, we learn that...



...done well, the work engages our hearts, our minds, and our hands.



We see ourselves as companions, walking with people as they find their way in life.

Our differences make us resources to one another.

# Share Your Life Journey



We recognize the reality of prejudice & discrimination & work to overcome its bad effects.

We accept responsibility for creating understanding of each unique person.

## Create Understanding



We honor the dignity of  
our common humanity.

We engage people with  
confidence, care & civility.

We follow through on our  
agreements.

# Generate Respect



We search out knowledge that will increase our idea of what is possible.

We encourage one another to pursue our dreams.

## Raise Expectations

We find ways to see with  
the eye of our hearts.

We practice clearing away  
the fear, anger, &  
hopelessness that block our  
ability to understand.

We recognize that we can  
never know all there is to  
know about a person.



## **Listen With Heart**



We invest in others who can make a positive difference. Taking & encouraging positive action is the sign of an alliance.

We are honest in looking for creative ways to deal with conflicts.

## Build Alliances



We look for ways to increase opportunities.

We follow people's lead as much as possible.

We assist people to learn from their choices.

## Open Choices



We explore from the point of view of the person's (potential) interests.

We become regulars in local places.

## Learn the Neighborhood



We recognize each person's beauty.

We identify & encourage what lets that beauty shine through.

# Let Beauty Shine

We find ways to assist communication & use what works in a disciplined way.

We encourage people to say what's important to them & to ask for what they really want. We negotiate.

We learn from honesty, especially when it threatens or angers us.



## Support Voice



We get involved & encourage others to get involved in what's happening in community life.

We support local businesses & associations.

We find ways to help out those people who work hopefully for a stronger community.

## Celebrate Community



We offer, look for & appreciate hospitality.

We encourage next steps in friendship.

We actively assist people to stay in touch with important others.

We support reconciliation.

## Nurture Relationships



Sarah...

## What Kind of Agency do you work for?

### ***Are the supports you provide consumer and family-driven?***

Do people have control over their own budgets?

Do people choose where and with whom they live?

Do people choose what they do during the day?

### ***Do people choose personal goals for the future? Are these goals honored by the organization?***

Do people participate in community life in valued ways?

Do people have friends and regular contact with family?

Do people have the opportunity to exercise their constitutional rights (e.g., do they vote, is their privacy respected, etc.)

### ***Does your organization have a vision for the future?***

### ***Does your organization have a vision for the future? If so, were the people you support involved in the development of that vision?***

Do the people you support, as well as staff, understand the vision?

Do individuals and individual program teams have vision statements that are in alignment with the overall vision?

### ***How are decisions made?***

### ***Are decisions reached by your teams generally consistent with the overall vision?***

Is there a rationale decision making process?

What kinds of information do you collect to let you know you are on track?

Are managers skilled at consensus building?

### ***Do people care about one another?***

### ***Do people know one another in a meaningful sense?***

Does management treat staff in valued ways?

Are the policies and procedures of the organization consistent with and friendly to the demographics of the work place?

### ***How does the organization assure excellence?***

### ***Does the organization offer regular opportunities for staff to improve their skills (e.g., person centered planning)?***

Do the people served by the organization have an active role in evaluating their services?

### ***Is the workplace joyful?***

Is the workplace a fun place to be?

Are there regular opportunities for celebration?







Reinvent Quality!