



# Service User & Family Directed Individualized Supports Arrangements

MICHAEL J. KENDRICK PHD  
KENDRICK CONSULTING INTL

[KENDRICKCONSULT@ICLOUD.COM](mailto:KENDRICKCONSULT@ICLOUD.COM)

# Previous roles played by Michael Kendrick relative to these types of support models

- ▶ Teaching about such models
- ▶ Consulting/advising persons and groups engaged with such initiatives
- ▶ Independently evaluating such initiatives
- ▶ Linking participants in such initiatives to other similar initiatives
- ▶ Problem solving with participants involved in such initiatives challenges that have arisen
- ▶ Assisting people to design and initiate such initiatives

# Common Varieties Of Service User/Family Governed Individual Supports Arrangements

- ▶ Free standing individual person/family self directed support arrangements
- ▶ “Microboards”
- ▶ Agency “hosted” free standing individual person/family self directed support arrangements
- ▶ Individual/family collectively governed mini service agencies i.e. “cooperatives”
- ▶ “Hosted” Individual/family collectively governed mini service agencies i.e. “cooperatives”

# Key Terms That May Need Clarification

- ▶ “individualized support arrangements”
- ▶ “self/family directed individual support arrangements”
- ▶ “individualized funding”
- ▶ “shared funding”
- ▶ “mini agency”
- ▶ “hosted self directed individual support arrangements”
- ▶ “collectively governed projects or mini agencies”
- ▶ “hosted collectively governed projects or mini agencies”

# Additional Subjects Needing Attention In These Models

- ▶ Values and Vision
- ▶ Structure
- ▶ Funding
- ▶ Contractual/legal aspects
- ▶ Staffing
- ▶ Resources
- ▶ Cultural/linguistic factors
- ▶ Governance
- ▶ Life Span
- ▶ Ensuring Quality
- ▶ Meeting Individual Needs
- ▶ Vulnerabilities
- ▶ Individual lifestyles
- ▶ Bureaucratic Shielding
- ▶ Property

# The Key Benefits of Person/Family Directed Individualized Service Arrangements

- ▶ The person/family governs the service arrangements i.e. “governance” gives the person/family the authority to shape and steer all aspects of the service arrangements subject to the regulatory framework of the funder
- ▶ These individualized support arrangements are “personalized” in how they are designed, thereby enabling the person/family to devise and implement what best meets the person’s needs

# The Key Benefits of Person/Family Directed Individualized Service Arrangements

- ▶ The person/family can directly set priorities as to what the person needs most and how support is to be provided
- ▶ The person/family can typically blend their own resources i.e. “natural supports” and other family resources with the resources provided by the funder
- ▶ The person/family can develop and pursue their own vision of “the good life”

# The Key Benefits of Person/Family Directed Individualized Service Arrangements

- ▶ Collective and person/family governed support arrangements are typically far less bureaucratic in nature than are individualized supports offered by most service providers
- ▶ In collectively governed person/family support arrangements i.e. service “cooperatives” and arms length hosting arrangements, there is ample scope for a culture to be created that reflects the person/families values and priorities



# Examples of Some of the Common Challenges Involved In Person/Family Directed Individualized Service Arrangements

- ▶ Creating and sustaining the individual and cooperative arrangements
- ▶ Guiding and resolving the many implementation challenges
- ▶ Ensuring the quality of outcomes
- ▶ Reconciling tensions and difficulties within individual and collective governance aspects of the support arrangements

# Examples of Some of the Common Challenges Involved In Person/Family Directed Individualized Service Arrangements

- ▶ Negotiating with the funder, its bureaucracy and the requirements imposed by funding
- ▶ “Imagining better” and ensuring periodic renewal
- ▶ Recruitment and supervision of support staff
- ▶ Consciously safeguarding the wellbeing of the person being supported
- ▶ The energy and investment required to govern

# Supported Decision Making In the Context Of Self Directed Individual Services

- ▶ It is empowering for the individual being supported to be able to indicate their preferences in terms of how they are supported
- ▶ It is possible for the person being supported to develop their own thinking, priorities and preferences as to what for them constitutes optimal support from their staff supporters
- ▶ The person being supported can select their own independent supporters to help them develop their thinking and decision making as to how they prefer to be supported by staff

# Supported Decision Making In the Context Of Self Directed Individual Services

- ▶ The person being supported can potentially play a role in selecting, training and supervising their own support staff
- ▶ It is feasible for the person being supported to become more proficient over time in their decision making about overseeing their staff supporters as they gain more experience in the role
- ▶ It is possible for initially inexperienced persons being supported to start with small areas of decision making about staff performance and expand their scope over time

# Supported Decision Making In the Context Of Self Directed Individual Services

- ▶ The person being supported can be assisted by decision supporters who are knowledgeable and experienced with staff supervision
- ▶ The person being supported can make the ultimate decisions as to hiring, directing and retaining their support staff
- ▶ Families in family directed services can play a key role in encouraging and assisting the person being supported to be the key decision maker in their support arrangements and staffing