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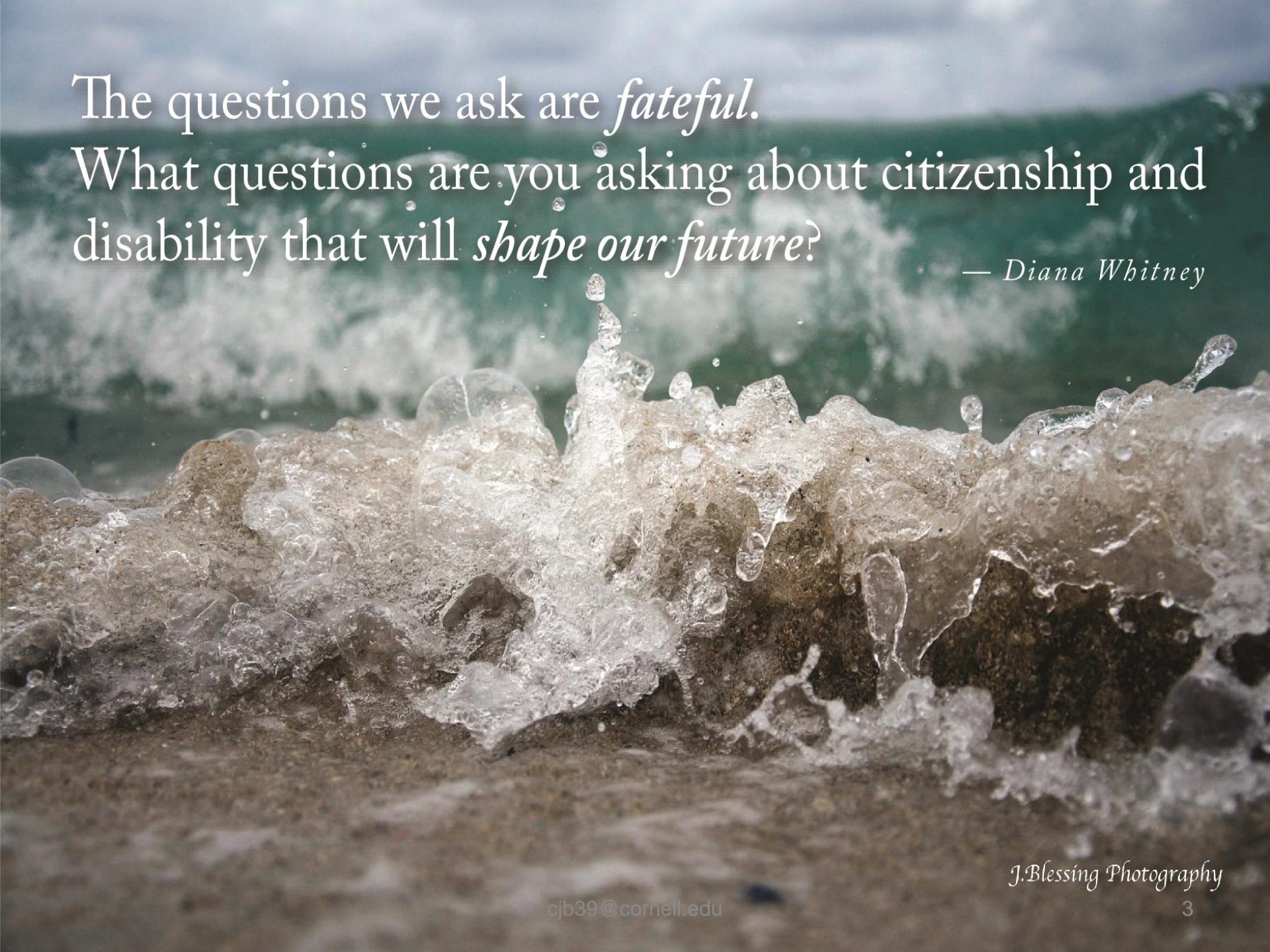


# Call and Response

***Three Very Different Questions that Drive  
Organization Design & Person-Centered Practice***

Carol Blessing

May 19, 2020



The questions we ask are *fateful*.  
What questions are you asking about citizenship and  
disability that will *shape our future*?

— *Diana Whitney*

# Call and Response: Leading By Design

*The questions we ask, the problems we choose to tackle, the assumptions we hold about capacity and potential are part of the architecture that shapes design and delivery of services.*

Traditional	Transitional	Transformational
focus of planning authority and control access to community	focus of planning authority and control access to community	focus of planning authority and control access to community



# Leading By Design

*What are the implications of each of system model to*

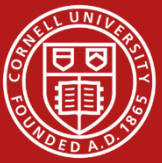
- *person-centered planning*
- *self-direction and self-determination*
- *social inclusion and engagement in community*

Traditional	Transitional	Transformational
Slogans Planning <b>On</b>	Slogans, pc programs and PC “tools” Planning <b>For</b>	PC practice (doing), innovation Planning <b>With</b>
System-centered	Service-centered	Person/Citizen-centered



*J. Blessing*

How have we developed a system that offers better program options but no better chance of getting away from them?



# Traditional Call and Response Design

Traditional	Transitional	Transformational
<p>The guiding question is:</p> <p><i>How do we fulfill this rule?</i></p>		
<p>How is the service system shaped by this question?</p>		



**PUSH people  
into pre-existing  
answers**

not  
experts  
but  
exploration

**a Vision of  
emancipation**

under what

**Person centred  
planning as  
accommodation...**

conditions can person  
centred planning make  
the most effect on a  
person's life

**assist people  
to pull together  
available resources  
& compose a  
LIFE**

# Transitional Call and Response Design

Traditional	Transitional	Transformational
	<p>The guiding question is:</p> <p><i>How do we fit this person's needs better within what we already do?</i></p>	
	<p>How is the service system shaped by this question?</p>	



*I. Blessing*

How have we developed a system that offers better program options but no better chance of getting away from them?

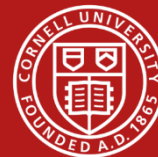


# Transformational Call and Response Design

Traditional	Transitional	Transformational
		<p>The guiding question is:</p> <p><i>What do we need to invent so that this person can show up in ordinary community life as a valued friend and a contributing citizen?</i></p>
	<p>cjb39@cornell.edu</p>	<p>How is the service system shaped by this question?</p>

# Transformational Leading By Design

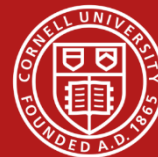
Traditional	Transitional	Transformational
<p>The guiding question is: <i>How do we fulfill this rule?</i></p>	<p>The guiding question is: <i>How do we fit this person's needs better within what we already do?</i></p>	<p>The guiding question is: <i>What do we need to invent so that this person can show up in ordinary community life as a valued friend and a contributing citizen?</i></p>
	<p>cjb39@cornell.edu</p>	<p>12</p>



# Transformation Means

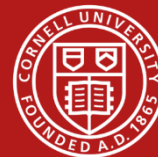
- Changing the way we change our systems
- From working in the system (technical changes) to working on the system (adaptive changes)
- Disrupt the institutional mindset while in balance with responsibility

(O'Brien & Mount, 2015)



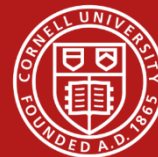
# Framework for Person-Centered Outcomes

1. Make contribution through work and cultural contributions
2. Share places through community involvement
3. Belong through building relationships
4. Increase choice, autonomy and control through self-determination
5. Make contributions of distinction as a citizen



# Results of Person-Centered Outcomes

- Employment
- College life
- Teaching and other leadership roles for pwd
- Volunteer and community service
- Creative arts and careers
- Family, friends, and deepening networks
- Individualized homes (incl. rental agreements)
- Spirituality and religion
- Adventure



# Citizen-Centered Leadership

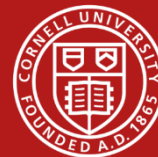
- Context of citizenship is foundational to any meaning-making person-centered work
- Citizenship as defined by a bigger sense of “we”
- Based on the fundamental belief in giftedness, purpose, contribution and belonging

# Light in the Dark?

What are the opportunities for transformation that are presented by COVID-19 crisis?



*In every crisis  
lies the seed  
of opportunity*



## Sources

- Citizen-Centered Leadership Community of Practice [www.cclds.org](http://www.cclds.org)
- O'Brien, J., & Mount, B. (2015). *Pathfinders People with Developmental Disabilities and Their Allies Building Communities that Work Better for Everybody*  
[www.inclusionpress.org](http://www.inclusionpress.org)

# Next Citizen-Centered Leadership Community of Practice starts 9/8/2020





# For More Information

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