

HCBS

COMMUNITY OF PRACTICE



SESSION TOPIC: Building Decision-Making Capacity with Exposure, Experience, and Expertise

HCBS REQUIREMENT #2 AND #6

Acknowledgements

Thank you to all who share a commitment to building a community where everyone can thrive.

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Explore Community of Practice resources at helensandersonassociates.com/hcbs-community-of-practice/

WORKING/NOT WORKING

The Working / Not Working skill is a helpful way to sort through issues with a person and their circle of support. It can help recognize those things that are working and need to remain the same and those that are not working and need to change.

What it does

Working/Not Working supports you in looking at a snapshot in time from multiple perspectives. It is a way to analyze a situation to capture what is working or making sense within that situation, as well as what is not working. In appearance, it is quite simple. Completed, it may be just four quadrants on a page.

How it helps

It helps people gain perspective, pause, step back, and understand others' perspectives. It serves as a bridge between what was learned about

important to/for and action planning. It helps get people unstuck, as it contains two of the core negotiation principles. When you get each person's perspective on paper, they feel listened to. Teasing situations apart in enough detail can help you find areas of agreement; you start with "common ground."

Facilitator Tips:



1. Create an environment where participants feel free to share honestly.
2. Invite participants to share their ideas about what's working and not working from their perspective. People can use words, drawings, or pictures to communicate their ideas.
3. Encourage participants to review what others have written. It may help them focus their thinking.
4. When people are done writing, ask for clarification as needed.
5. Look for areas where there is agreement on what is or is not working.
6. Where disagreement is present, examine what it says about what is important to each participant.



WORKING/NOT WORKING

Shawna

Shortly after the pandemic, people noticed that Shawna’s spark was slowly fading; she didn’t seem as happy and stopped doing what she loved. She stopped attending the program as frequently and started refusing support. Multiple staff stated she would not let them into her house or would tell them to leave shortly after they arrived. When trying to get a hold of Shawna, she would not answer the phone unless it was Gwen, one of her favorite staff.

To understand what was taking place and hear everyone’s perspective, the team gathered to do a working/not working.

From the perspective of	What makes sense? What is working right now?	What does not make sense? What is not working right now?
Shawna	<ul style="list-style-type: none"> • Having Gwen as my primary staff • Living in my own apartment • Spending time with Bobby when he is in town • Talking to old staff or friends on-line 	<ul style="list-style-type: none"> • I don't like the new staff, • People are coming to my house without me knowing • People aren't listening to what I want • Not making jewelry
Staff	<ul style="list-style-type: none"> • Shawna trusts and will let Gwen in the house. • When Shawna is happy she will want to go out, to program, and talk to friends. • People want to work with Shawna because of her positive reputation. 	<ul style="list-style-type: none"> • Shawna isn't letting people into her house. • Shawna isn't answering her phone for numbers she doesn't know, which makes it hard to let her know someone is coming. • If Shawna let's someone in, she kicks staff out before shift ends.

Agreements and next steps

- Shawna and Gwen will work together to update her boards for communication/preferences, identify what new staff should know before working with Shawna.
- Staff will attend a "Meet and Greet" with Shawna and Gwen before working in Shawna's apartment to go through what good supports looks like, where Shawna's communication boards are. Ensuring Shawna is comfortable with people before scheduling their shifts.
- Shawna will try to start answering her phone for unknown numbers in case it is staff trying to schedule with her
- Shawna and her team will go buy beads and art supplies so Shawna can start creating again.

WORKING/NOT WORKING

From the perspective of	What makes sense? What is working right now?	What does not make sense? What is not working right now?
Agreements and next steps		