



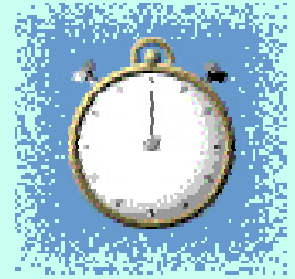
You Are The Customer

Presented by:

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&
Gillian Shore, MSW, Associate Director

10:45AM Session 1-E
Reinventing Quality Conference
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Chicago Illinois

Agenda



- Introductions and Housekeeping
- Why Are We Here?
- You Are The Customer
- QA Barriers and Obstacles
- Bridging the Gap
- Wrap-Up



Community Psychology & Education Services (CPES)

- CPES was founded in 1980.
- Initial mission: to create community services for adults with developmental disabilities, many of whom lived in institutions managed by the State of Arizona.
- CPES provided some of the first community-based supports to consumers living at the Arizona Training Program. (Tucson)
- The CPES mission has expanded to incorporate support for many other individuals with diverse needs.



1998 Onward

- CPES begins a self-evaluation of the manner in which it supports individuals.
- CPES makes a commitment to begin the process of creating a more respectful / dignified way of providing supports.
- CPES adopts the principles of “self-determination.”
- CPES develops a plan of action.



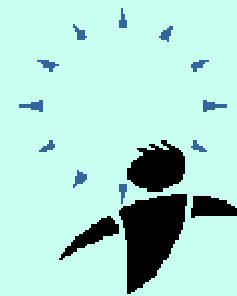
Why Are We Here?

- To Share Information
- To Obtain Information
- Bridge The Gap



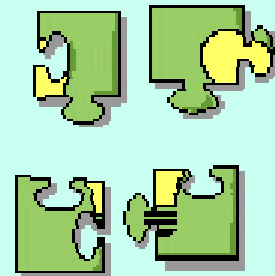
Ideal ~ You Are The Customer

- Ideal Supports/Services
- Same not Different
- Individualized Services
- SD Principles



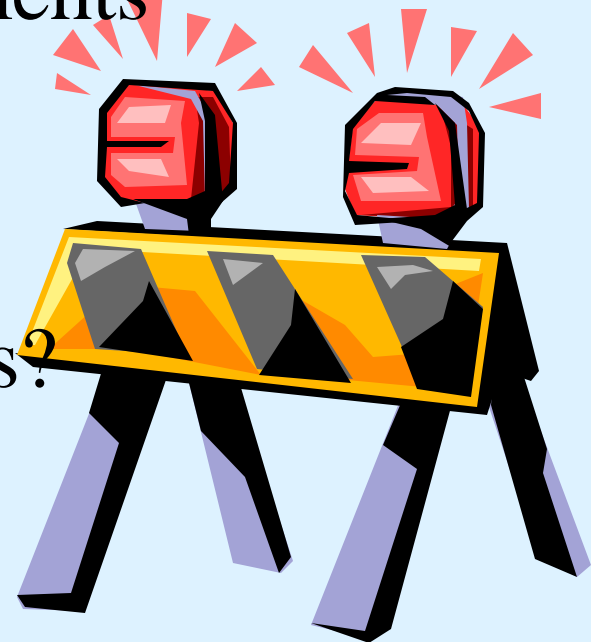
Principles of Self-Determination

- Freedom
- Authority
- Support
- Responsibility



Obstacles/ Barriers

- Systems Issues & State Requirements
- Language
- Personal Risk
- Who Lives Where? Who Chooses?
- Community Safety
- Ensuring Freedoms and Rights





Bridging the Gap

- Announce our Intentions
- Self-Evaluate
- Educate
- Provide Opportunities



Self -Evaluation

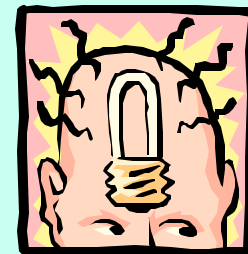
- Decision Control Inventory (J.W. Conroy)
- Personal Life Quality Protocol (J.W. Conroy)
- Family Advisory Groups
- Annual Satisfaction Survey (quality of life survey)
- Employee and Customer Feedback
- SDCG Marketing Plan





Educate

- “You Are The Customer” nights
- Self-Determination Training, Internally and Externally
- Partnering with Other Providers



Action plan

- Letters from Consumers to Funding Source
- “Developing Your Own Home” Checklist
- Opportunities for Personal Risk





Wrap-up





Thank You for Participating!

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