

# **Lessons Learned**

What we have learned after 32 years of  
working on building inclusive lives

One Person at a Time

# What are the lessons we have learned?

- **Creating desirable futures are possible for all people**
- **High expectations are needed - Presume Competence**
- **Everyone communicates - listening is the key**
- **Know where you are headed on your journey - person-centered planning**
- **Circles of support - developing a team around the person**
- **Friendship & relationships are at the heart of the matter**
- **Quality support staff working on important issues**
- **Flexible, Individualized/Personalized Assistance**
- **Five Accomplishments (Presence, Participation, Status & Reputation, Growth & Development, and Choice)**
- **Taking risks**

# More - what have we learned

- **This is messy and complex work**
- **You need to know the difference between living in a dream and living a dream - they are not the same**
- **Funders/regulators/other stakeholders have a lower tolerance for error and mistakes**
- **Difficult and troubling issues will surface and there must be conversation and discussion**
- **Need to use scarce resources effectively and efficiently**
- **Having the WILL**

As Nike States

- **Just do it!**