Sustaining Behavior Support: Implementing Support that Lasts

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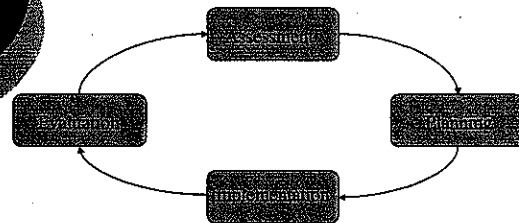

Sustainable Positive Behavior Support

o Sustainable positive behavior support refers to the organization and delivery of support that remains consistent with an individual's personal goals, and behavioral function(s) across the full time period of support need.
  * Need = as long as problem behavior is a barrier to living a desired lifestyle.
o Two considerations:
  * Sustaining the implementation of PBS plans
  * Maintenance of effects on focus person behavior
    o Monitoring and adapting the plan as needed
    o Implementing procedures to promote maintenance

Sustainable Behavior Support: Assumptions

o Behavior support may be needed for long time periods (decades), and across multiple settings and contexts (home, work, community) that will change over time
  * Plan strategies must attend to generalization and maintenance
o Sustainable behavior support will be a dynamic process.
    o The level (intensity) of support will ebb and flow
    o Goals of support will change
o Sustainable support will focus on consistent themes more than consistent procedures.

Cycle of Behavioral Support

Sustainable Behavior Support: Implications

o Implications for the design of behavior support
o Implications for the implementation and documentation of support
o Implications for systems change

Sustainable Positive Behavior Support: Implications

o For Designing Support
  * Emphasis on capacity building
    o Teach communication skills
    o Teach self-management skills
      * Self-monitoring; self-recruitment of feedback and reinforcement; self-scheduling; self-delivery of antecedents/cues (e.g., self-talk)
    o Teach for generalization -- across settings, contexts/routines and people
      * Teach with multiple examples that cover desired range
    o Program for maintenance
      * Antecedent cues and effective levels of reinforcement remain available for alternative desired and replacement behaviors
  * Emphasis on contextual fit
    o Assess contextual fit periodically to ensure that plan still works for implementers
      * Contextual Fit Checklist

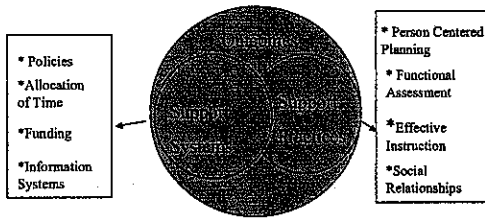## Sustainable Positive Behavior Support: Implications

o For Implementing and Documenting Support
  - Emphasis on listing "critical features" as well as specific support strategies.
  - Emphasis on "implementation plans" as well as support plans.
    o Training tools for use with new support providers
    o Introduction to the vision and history a person brings.
      o Personal video
  - Emphasis on documenting effects of support
    o Data collection and display
    o Document that success is possible.

Building a Critical Features Checklist
"What To do" "What To Avoid"

o Physical spaces
o Staff support
o Social Interaction
o Eating
o Personal Grooming
o Activity Patterns
o Communication
o Medical Support
o Mental Health Support
o Self-Determination
o Transportation

Sustainable Positive Behavior Support: Implications

o **For Systems Change**
  - Emphasis on the systems that will support effective practices.

* Policies
*Allocation of Time
*Funding
*Information Systems

* Person Centered Planning
* Functional Assessment
*Effective Instruction
*Social Relationships

Build Durable Systems

o Team-based organization
  - Team meetings with time focused on behavior support occur regularly
o Annual Self-Evaluation/Action Plan
    o Agency Self-Assessment Survey
    o PBS Implementation and Planning Self-Assessment
o Make procedures "fit" the agency and settings
    o Build on what works
    o Make all changes fit the local culture/context
o Document PBS Process
    o Create team memory - write things down
o New staff hiring & training procedures define expectations
o Agency-level administrative support is present and visible to support staff

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Information-Based Decision Making and Problem Solving

o The agency has an information system that allows data related to behavior support to be collected
  - Problem behavior data, plus other personal outcome data
o Data are shared within teams to monitor progress and make decisions
  - People who collect data see it aggregated and used for decision making

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Staff training

o Agency has a training plan that includes basic (core) and advanced training
o Orientation is necessary but not sufficient
o Telling is not training
o Mentoring and coaching are effective training strategies
o Specific training on a behavior plan is delivered

Staff support

o Managers provide support to staff on ongoing basis
  - Expectations are clear
  - Feedback on performance is delivered in a constructive way
  - Incentives/reinforcers/recognition are delivered
o Someone monitors fidelity of implementation of behavior support plan components

Support for Managers

o Expectations for managers are clear
o Managers know their role
  - Lead by example
  - Keep values and vision strong in the organization
  - Negotiate and resolve conflict within team
  - Network to learn about agency and community resources available
  - Delegate responsibilities to direct support staff
o Managers receive training
o Managers have adequate resources, especially adequate staffing
o Managers have effective systems within agency
  - Staff meetings, information systems, personnel systems

A Context for PBS for Staff

o Redesign the environment and systems, don't attempt to redesign the staff.
o Are there environmental changes that the team (management, direct care, other professional staff) can make that promotes better staff action?
o Listen to your direct care staff and managers...they are, after all, your most important resource!

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