

Person's legal name: Gloria Louise Amsterdam

Date of last update: 01/24/2017

What name does this person prefer to be called? Glo

Ask Glo and those close to her what her current priorities are. What are the things happening right now that Glo wants to strengthen or maintain? Are there issues of concern that need to be addressed?

Seek to understand more about the current priorities by asking follow-up questions when needed.

Record what you learn on this form. The amount of information you record in each topic area will vary depending on Glo's priorities and how well you know her.

If you don't have information about a particular topic area because it is not a current priority or Glo doesn't want to discuss it, note that on this form.

Communication

How Glo communicates wants/needs/pain, assistive devices used for communication, accommodations needed, receptive and expressive communication skills, reading/writing skills, opportunities to gain or maintain skills, etc.

Person's perspective:

Gloria does not speak words, though she has a lot to say. It is important to Glo that anyone communicating with her listens well and does not assume they know what she wants to communicate - Gloria will let you know exactly what is on her mind. She has a communication book, and using that she can communicate whatever she wants. Glo can read as well.

She is excited about her new computerized communication board that she is working with her Services Coordinator to purchase. She says the first thing she would like to say is "I love you" to her brother Reggie and she also has a good joke to tell him.

Gloria makes phone calls to her friends and family every night.

Additional input:

Gloria uses her eyes to communicate. Although Gloria does not SAY words, she has an extensive vocabulary. It is important not to underestimate her and to communicate with her--don't assume you know what she wants to say, always let her finish her thought.

She raises her eyes (looks upwards) for "yes" and away or at you for "no."

Gloria has a communication notebook that she uses with others to communicate. With the book, Gloria can tell staff word for word what she wants to. All staff who support Gloria must be trained and able to communicate with her. Staff should also watch her facial expressions --she will smile if she agrees with you, something is funny, she is excited about something, etc.

She will have a more stern face and have a worried look in her eyes if she feels like you are not understanding her, or if she feels ill, disagrees, or is saying no. See her communication chart for

more details. Learning Gloria's communication is vital to supporting her.

At this time, Gloria is waiting for a computer communication board to arrive, that will track her eye movements and that she can use to verbalize her thoughts more independently. Once it arrives, Glo and staff will receive training to help Gloria learn how to use it.

Sometimes, Gloria and her housemate disagree or have an argument. Or, Gloria will become upset with something that staff does. It can be challenging for Glo to move past the argument and needs some help to process her feelings. She has a tendency to want to call several people to tell them about the issue, rather than confronting the person who she is upset with. Others have said before that she “triangulates,” meaning that she when she is upset she will call management to report that staff is neglecting her. Gloria needs support to communicate her feelings so they are not bottled up, and help her work out what she wants to say or how she wants to resolve the conflict at hand.

When Gloria feels that there is a conflict, she typically wants to ask Stacy, one of the managers at Blue Skies to come over to her apartment right away to talk about it. If Stacy is unable to come right away, Gloria will get more upset and tell others that Stacy doesn't care about her. Staff should reassure Glo that Stacy does care and she will come over when she can. At these times, Gloria usually does not want to talk about the problem with the staff who is there (especially if she is upset with something staff did) but would prefer to talk to one of the managers. Staff should offer their help but not pressure me.

Life in current living arrangements

Where and with whom Glo lives, where Glo wants to live, options for where Glo can live (including non-disability specific options), planning to live more independently or on her own, looking for a new home or moving out of family home, rents or owns, private room, contribution to household, daily routine, activities at home, hobbies, pets, family, roommates, accessibility throughout home, meal planning, shopping, preparing meals and cooking, cleaning, skills for maintaining own household, modifications in home, safety.

Person's perspective:

Gloria says she “loves her apartment.” She shares it with one woman, who “is ok.” Gloria would prefer to have her own place, but says “this is ok for now.”

Gloria likes her bedroom to be neat, tidy, and decorated to her liking with pictures of friends and family as well as quilts, angel figurines, and knick-knacks she has collected over the years.

Gloria's bedroom is currently decorated mostly with black, white, and shades of purple and pink. She has a hospital bed (to keep her in a reclined position at a certain angle due to a rod in her back), but she does not want it to look like a hospital room.

Additional input:

Gloria shares an apartment with another woman, and they get along well for the most part. Gloria receives supported living supports from Blue Skies. There are two staff on duty at all times, to help support the two ladies, including overnight shifts when one staff is awake and the other is asleep. Gloria needs to have two staff to lift or transfer her. During the day, one of the staff is dedicated to Gloria at all times, and she also has 1:1 supports in the community. When Gloria wants to relax in her room without staff, staff should check on her every 15 minutes by gently tapping on the door and peeking in. During overnight hours, Gloria should be checked on by the awake staff every 2 hours. Gloria receives physical assistance with all tasks. Staff must always be respectful and gentle with her

care, and let her know what they are going to do before they do it. All staff needs to be trained on all supporting documents and specific protocols for Gloria's care.

Pre-employment and/or work

Career goals, developing job skills, interests, job exploration, financial concerns, social security benefits concerns, job development for self-employment or paid work, current job, job satisfaction, workplace safety, childcare needs, co-workers, work routine, work environment, planning for retirement, etc.

Person's perspective:

"I want a job" so I can have more money. Gloria is interested in having a job where she can advocate for others or help others advocate for themselves. So "people with disabilities are not underestimated" She is not sure what she would like to do for work other than working with people and helping people, so she would like some help figuring out what that looks like; what opportunities are out there, what her options are, and how her skills can match up to a good job (Gloria would like to use the Discovery service she talked about with her SC to learn about her job interests and what kinds of jobs are out there in the community). Once Gloria gets a job, she wants to work about 20 hour per week.

Additional input:

Gloria went to Advocacy Day at the state capital last year and enjoyed visiting with legislators and getting to see the House Floor. In the past, she has been a focus person to help train SCs and PAs on Person Centered Planning, and she is also a part of a women's group (Let's Be Healthy) that focuses on advocating for themselves in particular around their health care.

Gloria is passionate about helping others and is good at socializing with others in the community, as long as she is supported. Having a new communication board will hopefully give her greater independence so she doesn't always need staff support to communicate with others who don't know her yet.

Gloria has a lot of health and safety supports and needs to be with a support staff at all times. She would need a job that can accommodate this. Will need to figure out how she could be supported in a community job setting.

Employment-related skills

Interests, hobbies, talents, strengths, prior work experience, education, reading and writing skills, communication skills, computer skills, organization, timeliness, reliability, areas of focus if still in school, etc.

Gloria is organized and follows through with commitments, except when circumstances are beyond her control. She is very social and loves to interact with others. She has an eye for detail and a very good memory. She needs physical support with tasks at this time, and she is willing to explore assistive devices or technology to help her be more independent.

Employment-related preferences

Hours, time of day, days of week, mornings, evenings, pay, location, environment, people and coworkers, noise level, distance from home, type of job, type of tasks, pace, etc.

Gloria will need to work out transportation to and from work. She would like to work part time, up to 3 days a week for no more than 4 hours a day. A salary rate or hourly are both ok.

School and life-long learning

Things Glo would like to learn, classes interested in taking, continuing education, personal or professional development, accessing school options, graduation preferences and diploma options, transition, etc.

Person's perspective:
Not interested in school or taking classes at this time.
Additional input:
N/A

Community and social life

Recreation or leisure activities, community activities, concerts, festivals, churches, accessing community locations, shopping, visiting friends and family, social networking, clubs, social events, volunteer work, safety, opportunities to develop social skills, opportunities to contribute to the community, transportation, etc.

Person's perspective:
Gloria receives attendant care during the day from Pathways and Partnerships, and she has made some friends there. She enjoys participating in Meals on Wheels and visiting with the ladies at Lewis and Clark Senior Center near her home.
Gloria loves to go out shopping, to church, and out with friends. She would rather not have staff with her but is ok with having a staff for safety. She also enjoys walks in her neighborhood as long as the weather is nice. She would like to “go out more.”
Additional input:
Gloria attends Pathways and Partnerships and says she enjoys the time she spends there. However, staff feels that she is sometimes bored there and just takes naps throughout the day. Gloria seems to enjoy days when there are activities planned, but she also needs down time to relax. Gloria seems to prefer spending time interacting with staff, rather than others who attend.
Staff at Rise Above also help her do some of her email correspondence as well as setting up her Facebook page. Gloria loves looking at pictures of friends and family, as well as funny memes and videos. Gloria likes to watch comedies in her spare time.
Gloria is close with her family and friends and is supported in emailing, making phone calls, and helping to arrange visits with them. Gloria would prefer to be dropped off at places such as church, so she can just be with her friends. This is challenging because at this time Gloria has 1:1 staff supports in the community due to her medical needs. Therefore, it is important that staff who are accompanying Gloria are sensitive to this and are able to “lay low.” Members of her church (First Baptist) help her participate in the services.
Gloria needs support to remain safe and healthy in the community.

Relationship map

	People who are important to Glo:	Others in Glo's life:
Family	Family - big brothers: Reggie, William, and Ty (lives in Denver), Aunt Aubrey, nieces Natalie, Jasmine, and Serena, nephews Aiden and Dax. Brother Lawrence and his wife Stephanie live in Chicago with their dog Bella.	
Friends	Vivian (best friend for many years)	Miss Pearl, Jennifer, and Sue (friends at church)
People at work, school or in the community	At church: Mother Winnie, Edina, Pastor Sam, Michael and Greg; friends at Let's Be Healthy group: Miss Kate, and Amanda	Members of the community at First Baptist Church
People paid to provide support	Staff at home, especially Miss Tanya, Evelyn, and Carrie; Stacy at Blue Skies; Rebeca (Services Coordinator) Jake and Cindy at Pathways and Partnerships	Dr. Valeb at Providence Medical Center

Relationships

Anything about current relationships Glo would like to change, making friends, opportunities to make choices about who is involved in planning at home and at school, connections with distant friends and family, personality traits of favorite people, traits or people to avoid, etc.

Person's perspective:
Glo would like to have more time with people she loves. She would also like to be able to visit with friends and relatives who live far away.
Glo wants to meet new friends and a good man. She wants to have a boyfriend as well as more friends to go out with or have over.
Additional input:
Gloria has a large group of people who love and care about her. She communicates with them regularly over the phone and emails. She would also like to and would benefit from having more face-to-face time with her loved ones, social interactions, having guests over, go out for activities, etc. Gloria would like to make more friends in her community, and find a good man to date.
Staff helps her make the calls and relays to the person on the phone what Gloria is saying (using the communication book.)

She also has some email correspondence that she needs supports with --staff to read her the emails and she will communicate using the communication book and her eye movements what she wants staff to type.

Gloria is interested in trying out video calling but at this time does not have wi-fi at her home.

Characteristics of people who best support this person

Personality characteristics, any personality traits to avoid, specific skills, education or training needed, gender, physical attributes, strengths, interests and hobbies, specific people already identified.

Person's perspective:

- Reliable (follow through with commitments and punctual)
- Respectful and honest (Gloria will remember the details)
- Able to “lay low” when out in the community with Gloria
- Upbeat, sense of humor, lots of smiles
- Sense of style is a plus, be ready to talk about fashion and help Gloria look her best at all times
- Cleanliness is a must
- Take the time to build trust with Gloria, encourage her to share her feelings instead of bottling them up
- Respect her intelligence and independence
- Follow Gloria's lead, offer suggestions
- Good observation skills, to notice when Gloria may not be feeling well
- Able to physically support and lift Gloria, so she feels safe
- Able to follow nursing protocols and provide G-tube care
- Able to drive a van or other larger vehicle

Supporters should be aware (but not discuss with Gloria unless she brings up the topic) that when she was a child, Gloria was able to walk, speak, and eat foods. Due to the progression of her Cerebral Palsy, she can no longer physically do any of these things. Staff need to respect her abilities and never make her feel unable, as this is extremely stressful for Glo.

Additional input:

Health and wellness

Relationships with medical professionals, developing skills for taking care of herself, medical equipment, things that make medical appointments successful, skills for making and keeping medical appointments, physical fitness, sports, preventative care, health screenings, nutrition, nursing services, occupational therapy, dental care, planning for end of life care, advance directive, etc.

Person's perspective:

Staff take Gloria to her doctor appointments, help her at home and out and about. It's important to stay healthy and take all of her medications. Gloria doesn't like Thick-it but she puts up with it. Gloria's brother Reggie is also her Health Care Representative, in case it is needed.

Additional input:

If staff observe Gloria becoming depressed, very tired, less responsive or communicative, they should ask her if she is feeling ok, anything hurts, or if she feels sick. If she answers that she feels ill or bad, she needs to go to the doctor or urgent care. It is important for staff to remain observant of her signs as she is not always able to tell others if she feels ill. Infections can quickly become an emergency for Gloria.

Gloria needs physical assistance with all tasks. She receives her meals through her G-tube, as well as medications and liquids. On special occasions, Gloria enjoys having a very small taste of cake (chocolate is a favorite) that has been wetted with a small amount of water. You can dip a Q-tip into the mixture and dab just a taste onto her tongue. Be extremely careful that she does not aspirate. She also enjoys an occasional sip of Coca Cola (classic, no off-brands) that has been thickened. Use Thick-it with all liquids she receives by mouth. Keeping Gloria's G-tube clean and free of infection is a top priority. Know and follow all protocols. Take care with all personal tasks, as Gloria's skin is very delicate. Use lotion so her skin doesn't get too dry and crack or develop sores. Use chap stick or lip gloss to keep her lips from drying out (and looking good). Ask her what she would prefer and use that.

Financial life

Budgeting, managing money, using cash, counting change, planning for the future, special needs trust, benefits, risk of exceeding resources, managing credit, education, controlling money, etc.

Person's perspective:

Gloria has a safe in her home that she keeps her spending cash in. Staff helps to count it for her and helps her with shopping. At this time, Gloria is not doing online banking, but she is interested in exploring this so she can keep track of her money on the computer. She would like a debit card and maybe a credit card.

Gloria makes all of her own financial decisions. She has a will that is kept with her friend and trusted advisor, Darla Werner.

Additional input:

Gloria's benefits are deposited into her checking account, which staff helps her keep balanced. Staff takes her to the bank when needed. Staff keep a ledger that is balanced and signed off on every day, and is also monitored by management and Gloria's SC. Gloria goes to the bank with staff when she needs to.

Protection and advocacy

Self advocacy skills, skills for saying "no" to things that are unwanted, making choices and decisions, opportunities to gain or practice skills, protection from exploitation, participating in self-advocacy groups or activities, personal privacy, any supports that interfere with privacy, identity protection, etc.

Person's perspective:

Gloria feels that she is a good advocate for herself.

Additional input:

Gloria is able to make all of her own decisions and does not need a legal guardian.

Due to her communication needs, others feel that she benefits from supports to ensure that she remains the decision-maker in her own life. Gloria is supported to communicate her needs and wants, but if she did not have this support she would not be able to make her own choices happen. She receives supports to keep from being abused or exploited as well --Gloria is fully aware but would not be able to protect herself if she was in a harmful situation.

Gloria is interested in and would benefit from being active in advocacy groups, as well as helping others advocate for themselves.

Cultural considerations

Family, traditions, stories, faith, heritage, rituals, celebrations, holidays, food, clothing, books or literature, items, planning for end of life, etc.

Person's perspective:

"I love the holidays!" Gloria loves to decorate for holidays, especially Christmas and Easter. She counts down to major holidays and really gets into it.

Gloria's birthday is very important! It is on July 5th, so she usually wants to have a 4th of July and birthday party combined. She usually invites her friends and family. Her 35th birthday is coming up in a few years, so she wants to do something big to celebrate but not sure what yet.

Additional input:

Looking forward to holidays and her birthday are very important to Gloria. She will plan for a long time in advance. Gloria needs support to make her plans a reality, staff help with organizing, advising her on her budget, shop, decorate, making calls/emailing her friends and family, etc.

Sexuality and/or intimate relationships

Education, family planning, privacy, anything that interferes with privacy, opportunities to express sexuality, dating, places and events to meet potential partners, online dating, safety considerations, etc.

Person's perspective:

Gloria would like a boyfriend, who is "good looking," "funny," and "can please me."

She does not want to discuss this with her brothers or any male staff, however. She is open to sexual health education as well as exploring relationships with the help of her home staff Miss Tanya, Evelyn, and Carrie.

Additional input:

Gloria does not have a boyfriend at this time. She is interested in meeting a man and dating. She likes to watch comedies with stars like Marlon Wayans, Michael Ealy, and Will Smith --she will smile really big and say that they are "handsome" and "good looking."

Gloria has had a boyfriend in the past, but it has been many years since she has dated. It is not known what her experiences have been like before, but she may benefit from some education and opportunities to meet others. Gloria will need supports to ensure her safety, and she is open to her team discussing this.

Mental health

Concerns about mental health; relationship with any mental health professionals; availability of helpline or other resources for Glo, family or supporters; things or people that make appointments better; effective strategies; accommodations needed; skills for making health care decisions; support to make informed health care decisions, etc.

Person's perspective:

At times, Gloria reports feeling depressed and hopeless about life. She used to see a therapist to talk about things that are bothering her. The woman she was seeing no longer works at the clinic, and Gloria has not met a new therapist yet. It has been over a year. She says that she is ready to find a new therapist to talk to from time to time.

Additional input:

Gloria is prescribed medication to help with depression and anxiety.

She currently is not seeing a counselor but it is believed that it would be helpful to have someone she could talk to about the things that are bothering her. Sometimes, she becomes very withdrawn and depressed, and loses interest in activities or calling friends. This can also be a warning sign that she is ill or has an infection and needs to see the doctor, so any time this happens needs to be followed up.

Gloria is very social and loves interaction. However, at times she becomes overwhelmed and needs staff to observe her facial expressions to notice she needs a break or to take a rest. She typically needs a rest after a few hours of activity. Gloria enjoys relaxing in a quiet room with the shades drawn. Quiet music is helpful, especially older Christmas and holiday songs.

Behavioral health

Concerns about behavioral health, relationship with any behavior professionals, availability of helpline or other resources for family or supporters, effective strategies, etc.

Person's perspective:

N/A

Additional input:

No specific behavioral supports are needed at this time.

Transportation

To/from work, school, activities, learning how to get around independently, learning the bus routes, getting a driver license, vehicle with lift, safety concerns, etc.

Person's perspective:

Gloria would like to have a van of her own so she doesn't have to take cabs or wait for rides.

Additional input:

Gloria is not able to use public transportation, due to the fact that she must always be in a reclining position in her wheelchair and it is too bulky for most buses. Blue Skies has a van that can be used by Gloria but it is also used by others, so it is not always available to Gloria when she wants it. They are working on having a dedicated vehicle at the apartment complex where Gloria lives. Gloria can take a cab service, and she receives a discounted fare. Weekend service is more expensive and Gloria must reserve it at least 24 hours prior to her trip, so last minute excursions can be challenging. She would prefer to have her own van.

Assistive devices (AD) or technology (AT) needed to increase independence, reach personal goals or lessen the need for other paid support.

An assistive technology discussion guide is available to help research options, explore funding, acquire devices or technology, and establish monitoring and maintenance for AD/AT already in place.

Wheelchair, scooter, walker, cane, crutches, prosthetic device, and orthotic device, helmet, emergency alert devices (LifeAlert, MedicAlert), alternative or augmentative communication (AAC) device, iPad/tablet, phone, GPS-enabled device, communication chart, audio reader, alternate keyboards, talking photo album, screen reader, screen magnifier.

Person's perspective:

Gloria is looking forward to having a computerized communication board that she will be able to use with her eyes.

Gloria uses her eyes to communicate. She raises her eyes (looks upwards) for “yes” and away or at you for “no.” Gloria has a communication notebook that she uses with others to communicate and all staff that work with Gloria must understand her communication style and know her communication notebook.

Gloria wants to find assistive technology that would provide her with increased ability to communicate with people other than those who are familiar with her communication style and communication book. She would have increased flexibility in her life and so she can communicate more easily within her community. She would be able to say “I love you” to her brother, which is something she really wants.

Gloria, her Services Coordinator and Staff went online and looked at different options. They found a device called a computerized communication that tracks her eye movements and then synthesizes speech for her. They looked at the prices for each device that met her needs and found one that is most cost effective.

Gloria wants to purchase a computerized communication board. If Gloria is able to purchase this device, she will have increased independence. She would rely less on staff to communicate for her in the community and over the telephone.

Gloria wants to get some help learning how to use her communication device once she gets it. She hopes to use it on the job so that she will be able to communicate effectively and interact with employers and others at work as well as in other part of her life.

Additional input:

We are also looking forward to looking into options for Gloria's new device, as it will hopefully enable her to communicate more easily with others, not just trained staff or others who know her well. We hope this device will help her make more connections in the community and meet new people.

Open to any other options or devices that can help Gloria be more independent.

Environmental modifications needed to increase independence, reach personal goals, or lessen the need for other paid support.

Research options, explore funding, acquiring modification, establish monitoring and maintenance for

modifications already in place.

Padded corners and edges, widened doors and hallways, smooth floors (no carpets), roll-in showers, lowered or raised sinks, counters and cabinets, ramps, lifts (hydraulic, manual or electric), hand rails and grab bars, automatic or manual door openers, doorbells, specialized electrical or plumbing systems, heating and cooling adaptations, emergency indicators such as strobe-light fire or carbon monoxide detectors, bed shakers, etc.

Person's perspective:
Gloria would love to have an apartment or at least a bedroom where she could control everything with a remote using her eyes...
Additional input:
Gloria's bathroom has been modified and has had a Hoyer lift installed. Two staff are needed any time she needs to be lifted or transferred --one staff on each side of her. When using the lift, staff must take care to go slow and reassure Gloria that she is safe. She is anxious about using the lift, because she is afraid that she will be dropped. It is not known if she has ever been dropped before.
Gloria uses a wheelchair that is reclined at an angle at all times. This is not a motorized wheelchair, so she needs a staff person to push her. She used to have a motorized wheelchair in the past, but she is no longer able to maneuver the controls independently.

Hopes and dreams

Personal goals, career goals, education goals, vacations to take, purchases to make, things to achieve now or in the future, things to do or try, experiences to explore, marriage and children, long- and short-term.

Person's perspective:
Gloria wants to get a job "helping people advocate for themselves." She is very passionate about not letting disability control you. Gloria wants to be connected to her friends and family as much as possible. She is the only daughter of a Baptist minister (this fact makes her smile really big), and her big brothers are very important to her. She loves to go to church every week, as well as Bible study on Wednesday nights.
Gloria is very independent and does not have a guardian--this is important to her. She makes her own decisions and would like to live in her own apartment. She would also like her own van.
Gloria is interested in having a ladies group, to go out with, shop, and travel. She loves to shop for stylish clothes and accessories--Gloria would like to never leave her home or receive visitors without looking good. This means all things must match!
Additional input:
Gloria is very driven and has a lot of abilities. She would like to be more involved in activities than she is now, but finances for transportation are sometimes an issue, as well as having staff to go with her to the activities. She doesn't always have money for a cab and staff is not always able to use the van that belongs to Blue Skies.
We would love to see Gloria have a job that involves advocating for others or educating others. She would do great! Her supports would need to be included somehow, so that she can remain healthy.

Other individualized planning documents

Are there others to partner with for services coordination? Check with the family/guardian for other assessments/ service plans the person may have to help the DD system better coordinate/maximize supports and services for the person and family/guardian. Examples include Essential Lifestyle Plan (ELP), Personal Futures Plan, and

also documents from school such as *Summary of Performance*, *Individual Education Plan (IEP)*, *Individualized Family Service Plan (IFSP)*, *Individualized Learning Plan (ILP)* or a 504 plan.

List other available documents that can be referenced for more information:

None

Contributors to person's perspective

Name	Relationship
Gloria Louise Amsterdam	Self

Did anyone else contribute their perspective on behalf of Glo?

Yes No

Rebeca Norris	Services Coordinator
Stacy Blonde	Residential services manager

Contributors to additional input

Name	Relationship
Reggie Amsterdam	brother
Tanya Greer	Direct Support Professional, one on one with Gloria
Evelyn Baker	Direct Support Professional with Gloria

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