



What Do People Want?

People and their family members want to have an everyday life that is typical of the general population. They want more in their lives and they have greater expectations of the system than they did ten years ago. People want to have self-determined lives. This means with the support of family and friends, they decide: how to live their lives; what supports they need; and how they want to spend the money in their individual budgets. It also means **they are responsible for their decisions and actions.**

Choice - in all aspects of life including the services they receive, who provides supports, where to live and with whom, where to work, recreation and leisure activities, vacations, planning individualized day activities, and having support provided at home.

Control - over their life including relationships, budgets and how money is spent, supports and services they receive, medical issues and planning.

Quality - of life determined by individuals. People want quality supports and services to enable them to have the life that they want. When they pay for high quality supports, they expect to get high quality.

Stability - feeling secure that all changes in their lives are made only with their input and permission—"nothing about me without me."

Safety - to be safe at home, work, and school, in their neighborhood, as well as in all other aspects of their lives. People want services that ensure individual health and safety without being overprotective or restricting them.

Individuality - being known for their individuality and being called by their name. Being respected by having privacy of their mail, files, and history and being able to choose to be alone at times.

Relationships - with family, partners, neighbors, community people such as pharmacists, barbers and grocers, support staff and having friends they choose.

Freedom - to have the life they want and to negotiate risk. People want freedom from labels and other people to use "People First" language. Individuals have the same rights afforded to all citizens. They want to exercise the freedoms of choice, to associate with people they choose, to move from place to place, and to use complaint and appeal processes.

Success - freedom from poverty and having a chance to be successful in the life they choose. Living independently with sufficient support to be successful and having expanded opportunities for employment with supports provided as needed.

Contributing to the Community - being full citizens of the community, voting, working for pay or volunteering, participating in leisure and recreation activities, belonging to a religious community, owning or renting one's own home, living among family and friends and not being segregated. People want to be recognized for their abilities and gifts and to have dignity and status.

Accountability - government (state and county), agencies, and support people will do what they are supposed to do. This includes providing supports that people need when they need them and making sure that they don't lose supports that they already have.

Mentoring - individuals and families trained as mentors to help other people and families by providing information and working with them until they can do things on their own; experienced supports coordinators mentoring new supports coordinators; senior support staff mentoring new support staff; and individuals and families mentoring support staff.

Collaboration - between the Office of Mental Retardation and other Offices within the Department of Public Welfare and between the Department of Public Welfare and other state Departments. People want collaborative planning during times of transition. They also want a seamless system that bridges from education to adult services. In addition, people want to have just one plan to be shared by all people/services/systems that are involved with them.