



Board approved: September 25, 2025

Person-Centered Thinking Policy

Alta California Regional Center (ACRC) affirms and upholds the values of person-centered thinking practices. This means that we are committed to using a holistic approach when working with the clients and families we serve. Each ACRC employee and provider will contribute to creating an environment that embodies the core values of our Mission Statement: *Alta California Regional Center creates partnerships to support all eligible individuals with developmental disabilities, children at risk, and their families in choosing services and supports through individual lifelong planning as a means to achieve healthy and productive lives in their own communities.*

We will work to put our agency's Vision at the core of all we do: *"A community where individuals with developmental disabilities are valued members who are treated with dignity and respect."*

A client-centered approach to services

ACRC employees and vendors will use a person-centered thinking approach when delivering services and support to individuals served throughout the entirety of their life.

- ACRC will promote the practice of individualized support that focuses on what is important to and what is important for individuals served, while thinking about and planning for the balance between these two concepts.
- ACRC will strive to create a working environment that allows for active and respectful listening when delivering services, considering each client's goals for independence, health and safety, community involvement, and more.
- ACRC will develop partnerships that embrace a person-centered service model while lifting equality and allowing opportunities for ACRC clients to learn and use their self-advocacy skills.
- ACRC will work with each client's chosen support systems. In doing so, ACRC will communicate openly and effectively with clients and families served by ACRC.

What will we do?

- ACRC will encourage and support clients in identifying their personal strengths, interests, and goals, using these as a foundation for planning services and supports.
- ACRC will prioritize planning while ensuring that clients are involved, heard, and empowered in making their own decisions, while avoiding rushed or one-size-fits-all solutions.
- ACRC will actively seek and incorporate feedback from clients and their families to continuously improve services and ensure they reflect client needs, preferences, and aspirations.

How will we do this?

- ACRC will perform culturally and linguistically responsive practices, recognizing and honoring the diverse backgrounds, identities, and experiences of the individuals and families we serve.
- ACRC will provide training and resources to staff, providers, and partners to deepen their understanding and application of person-centered thinking in daily practices.
- ACRC will advocate for innovative and flexible service options that respond to each client's unique vision for a fulfilling life.
- ACRC will engage in collaborative problem-solving with clients and their teams when challenges arise, focusing on creative and respectful approaches to achieving outcomes that matter to the individual.