



Person-Centered Thinking Overview

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November 5, 2025



Agenda

Introduction

Person-Centered Thinking (PCT) is for Everyone (video)

PCT with People who receive NBRC services

PCT with NBRC staff

PCT with Service Providers

Comments and Questions

A CAT MESSAGE?



Person-Centered Practices in Action



PCT with People We Serve

What's currently happening:

Person-Centered Individual Program Plans

NBRC Service Coordinators are implementing PCT skills and tools

PCT Coordinator providing support to help teams use PCT skills in complex situations to center the voice of the person who receives NBRC services

What's next?

Opportunities to create One-Page Descriptions to use as a self-advocacy tool

Opportunities to attend PCT trainings, workshops, and events



PCT with NBRC Staff

What's currently happening:

352 NBRC staff have completed PCT Training

14 PCT Coaches, 6 Certified PCT Trainers, & 18 member PCT Steering Committee

PCT Coordinator and PCT Coaches & Trainers providing support in Unit Meetings and individual support

HSA Consultation, Skill Practices, & Leadership Events

All staff will create their One-Page Descriptions by December 31, 2025

What's next?

HSA plans to teach managers and supervisors how to apply PCT skills to staff supervision

One-Page Description Mixer

PCT Process Groups



PCT Steering Committee One-Page Description

The graphic features a background image of a large wooden ship's wheel against a cloudy sky. It includes three white callout boxes with rounded corners. The top box, titled 'PCT Steering Committee', contains a table of 18 members. The middle-left box, titled 'What People Like and Admire About Us', lists seven bullet points. The bottom-left box, titled 'What's Important to Us', lists ten bullet points. The bottom-right box, titled 'How to Best Support Us', contains four lines of text.

PCT Steering Committee

Amelwork Geremew (R07) Ext.3023	Resource Developer (R07)	Member
Andrea Alesi (BA4) Ext.2018	Board Certified Behavior Analyst (BA4)	Member
Caitlin Young Hermosillo SRB Ext.2055	Service Coordinator (SRB)	Member
Claudia Ritchie (V14) Ext.2071	Director of Equity & Engagement	Member
Deborah Simms (TSQ) Ext.1262	Training Supervisor (TSQ)	Member
Etta Madriz (O1T) Ext.3018	Client Services Assistant (O1T)	Member
Geri Audette Ext.1256	Training & Communications Specialist	Member
Jenna Rhodes (BAS) Ext.6905	Board Certified Behavior Analyst (BAS)	Member
June Ursini Ext. 1117 (R03)	Community Resource Consultant (R03)	Member
Katy Vanzant (QAO) Ext.1209	Quality Assurance Supervisor (QAO)	Member
Jenna Rhodes (BAS) Ext.6905	Board Certified Behavior Analyst (BAS)	Member
June Ursini Ext. 1117 (R03)	Community Resource Consultant (R03)	Member
Katy Vanzant (QAO) Ext.1209	Quality Assurance Supervisor (QAO)	Member
Kirk Jarrett (R04) Ext.9045	Resource Developer (R04)	Member
Maria Aguado-Zuniga (SIX) Ext.1280	SR Intake Supervisor	Member
Maria Gonzalez Ext.2096 (EDQ)	Early Intervention Supervisor	Member
Meghan Dill (SLI) Ext.3042	Service Coordinator (SLI)	Member
Michelle Bautista Ext.1153	Training Specialist	Member
Mo-Kang Ling (VEG) Ext.1126	Service Coordinator (VEG)	Member
Nicole Adrian-Dacus Ext.1235	Senior HR Generalist	Member

What People Like and Admire About Us

- Leaders
- Diversity
- Helpfulness
- Willingness to make change
- Sharing our perspectives and the perspectives of others
- Sharing our knowledge and guidance
- Willingness to speak up
- Change agents and targets

What's Important to Us

- Making NBRC a more PCT place
- Receiving feedback
- Being heard
- Making change
- Respect
- Good relationships
- Communication
- Action
- Reflection
- Synthesizing information
- Providing guidance to the Executive Team regarding PCT

How to Best Support Us

Tell us what you think about PCT and where you want to see it go next
Share your PCT success stories and challenges with us
Let us know what's working and not working
Open and honest communication
Support from the Executive Team, Managers, & Supervisors

One-Page Description for PCT Trainers



A one-page graphic with a light blue background featuring a smiling sun in the top left and a group of six people in the center. The text is organized into sections with colored boxes and decorative illustrations of a turtle, a caterpillar, and an owl.

North Bay Regional Center

Person-Centered Thinking Trainers

Andrea, Etta, Kirk, Meghan, Carrie, & Katy

What's important to us...

- Making learning fun and meaningful
- Respect
- Listening
- Inclusivity
- Individuality
- Authenticity
- Empathy
- Curiosity
- Dedication
- Support
- Cultural humility
- Passion for this work
- Spreading PCT joy

This dedicated group of people underwent an 8-month intensive course of study and mentorship to become certified by the Learning Community For Person-Centered Practices to provide Person-Centered Thinking Training.

What people like about us...

- Engaging
- Helpful
- Fun
- Passionate
- Knowledgeable
- Supportive
- Dedicated
- Storytellers

How to best support us...

- Participate in Person-Centered Thinking Training
- Engage and actively listen
- Ask questions
- Bring an open-mind and curiosity to PCT Training
- Understand the importance of what we do
- Share what you learn with others
- Be respectful of the learning environment

One-Page Description for PCT Coaches



OUR MOTTO: *Inspiring change. Empowering people. Leading with heart.*

OUR GIFTS, SKILLS AND TALENTS:
Trustworthy
Ambassadors for PCT
Seeing the bigger picture and drive continuous improvement
Creative perspectives
Passionate about PCT

HOW TO SUPPORT US:
Opportunities to practice, make mistakes and learn on each other for motivation
A safe space to be open, real, and supported
Practical ways of using our skills in our work
Success stories
The need to have more time to invest in this role
Time and backing to overcome barriers and drive real change

OUR PURPOSE:
Model, promote and practice PCT with others
Creating a culture of person centeredness and curiosity
Seeing the need for change
Providing the PCT tools to be the change
Models of person centeredness
And organizational change
You don't just do PCT—you live it.

NBRC's Person Centered Coaches:

 Barb DeWitt (VNC) Ext. 1217 Director of Case Services Administration	 Beth Jensen-Warner (VNC) ... Service Coordinator (VNC)
 Courtney Singleton Ext. 1227 Director of Community Services	 Debra Kinsler Ext. 1287 (BA2) Board Certified Behavior Analyst (BA2) Clinicians
 Jeffrey Newton Ext.1205 Senior Nurse Consultant (RN1)	 Allen Davis (VBN) Ext.1121 Case Management Supervisor
 Kathy Weber (VNC) Ext.1116 Associate Director (VNC) VR	 Leah Braley (VNC) Ext.1285 Senior Service Coordinator (VNC) VR
 Katy Vanzant (QAQ) Ext.1289 Quality Assurance Supervisor (QAQ) Quality Assurance	 Priscilla Banks (QA2) Ext.1... Quality Assurance Monitor (QA2)
 Melissa Stama Ext.3005 (JAX) Senior Companion Program Supervisor (JAX) Referrer	 Ross Woods Ext. 1162 (BAT) Board Certified Behavior Analyst...
 Reyna Lopez Ext. 2037 (SRR) Case Management Supervisor (SRR) SR	
 Isabel Troncoso (QA6) Ext.1133 Quality Assurance Monitor (QA6) + QA Unit	

IMPORTANT TO US AS A TEAM:
Seeing real connection with others
Empowering others
Intentional relationship building
Being champions for the people supported by NBRC by helping them choose what they want to make of their lives without judgment
Supporting colleagues and people in service to have their best lives
Creating positive changes for people to live their best lives
Striving to make society a more empathetic space

PCT with Service Providers

What's currently happening:

NBRC HCBS Consultants and PCT Coordinator are providing opportunities for Service Providers to receive PCT education

PCT Trainer and Coach demonstrated Working/Not Working PCT Skill in ARFPSHN Collaborative Meeting

What's next?

NBRC PCT Trainers are partnering with HCBS Consultants and the Regional Manager of State Council on Developmental Disabilities to provide more training opportunities

NBRC Consumer Advocate & PCT Coordinator plan to provide One-Page Description support at day programs & residential homes




Bringing it All Together

Embed PCT values in NBRC culture including supervisory and management practices

Offer more opportunities for everyone to receive PCT education and practice PCT skills

Outreach and engagement events that feature PCT activities and skills for people we serve, their support systems, NBRC staff, and NBRC service providers





What questions do
you have?

