



# Consumer or Citizen?

HOW PERSON-CENTERED PLANNING CAN SHAPE YOUR FUTURE

Community Support Network 2025

Transition Institute

“Things and people are what we call them,  
because in the simplest terms, we are what we  
say, and others are what we say about them.”

Edgar Schein (Humble Inquiry)

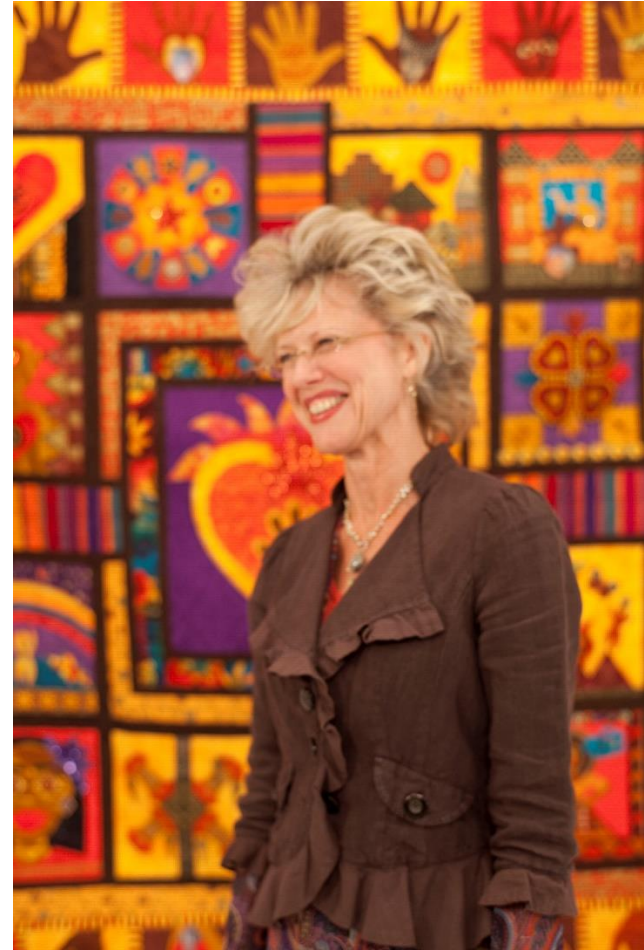
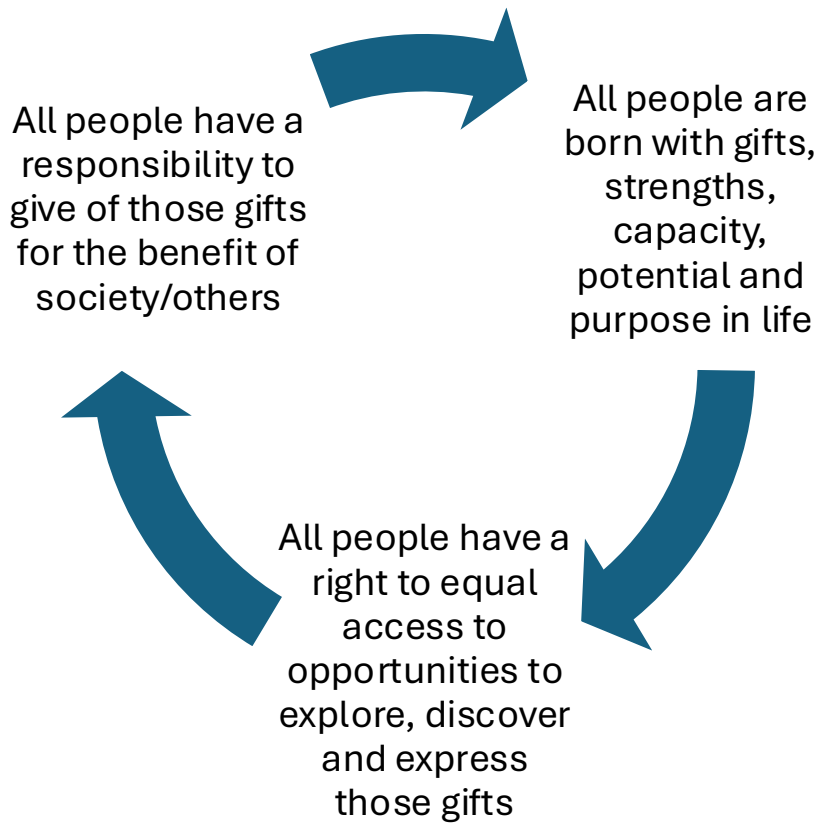
*Words Create Worlds*

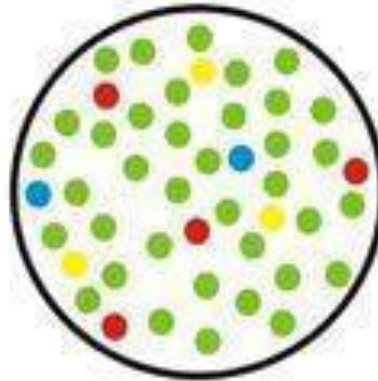


You are a *citizen* where you  
are defined by what you  
*contribute*, not by what  
you consume.

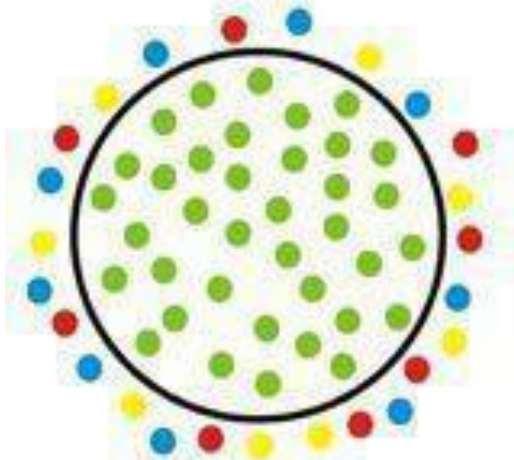
— *Mike Green*

# Citizenship is at the core of Person-Centered Work

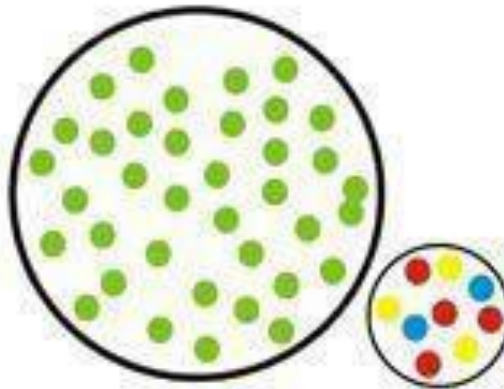




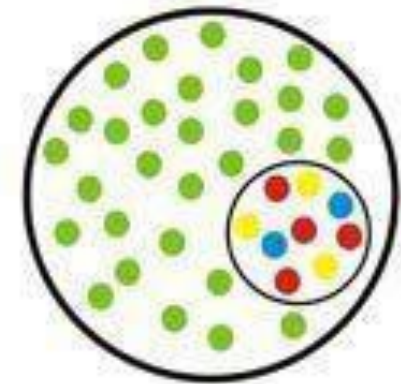
**Inclusion**



**Exclusion**



**Segregation**



**Integration**


# Beyond Accreditation - Five-Star Quality 2.0 From Clienthood to Citizenship



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Traditional Program/Service Design	Transitional Program/Service Design	Transformational Program/Service Design
<p>The guiding question is:</p> <p><i>How do we fulfill this rule or meet the standard?</i></p>	<p>The guiding question is:</p> <p><i>How do we fit this person's needs better within what we already do?</i></p>	<p>The guiding question is:</p> <p><i>What do we need to invent so that this person can show up in ordinary community life as a valued friend and a contributing citizen?</i></p>





**When writing  
the story of  
your life,  
don't let anyone  
else hold the  
pen.**  
-Harley Davidson

[www.whatwillmatter.com](http://www.whatwillmatter.com)

The image features two stylized speech bubbles. The one on the left is yellow and contains a large, dark grey question mark. The one on the right is blue and contains a large, dark grey exclamation point. Both bubbles have a white drop shadow, making them stand out against the background. The background is a smooth gradient transitioning from purple on the left to orange on the right.

Questions or  
Comments?