



# National Center on Advancing Person-Centered-Practices and Systems

## Transcript for a short video “Jenny Turner from LifeCourse Nexus on The Three Buckets” a video from our Pandemic Wisdom series

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Hi, my name is Jenny Turner. I'm a team member with the LifeCourse Nexus at the University of Missouri Kansas City Institute for Human Development.

As we think about person-centered planning, person-centered practices and really person-centered thinking during this time of crisis, I can't help but return to one of my absolute favorite principles from the Charting the LifeCourse framework. And I wanted to share a little bit about that with you this morning.

Knowing that all of us are in an unprecedented time, and we're all adjusting to this new reality, there are lots of different types of things that we need in order to live our best life or the best life that we can during this challenging time. And we use the principle of the three buckets to think about those different types of needs. The three buckets are discovery and navigation. So what information and training do I need to navigate through this time, that's very different?

Connecting and networking is the second bucket. What emotional supports do I need? How can I talk to someone who may be experiencing similar things? Or has gone through something challenging before and might have some insights to share? And then what goods and services do I need? What are the day to day medical, financial tangible resources that I need in order to navigate this time? We know that right now there is a ton of information that's being provided. There is an upswell of resources that have become available for individuals and their families. And that's a really great thing to celebrate. But how are we really supporting individuals and families with the information and training that's most relevant to them? How are we organizing information so that it makes sense and it isn't overwhelming, and it doesn't cause additional stress or panic? As we think about how to fill that blue bucket, we think about what do individuals and families really need to know? And how can we point them to the information that's the most relevant based on who they are, based on what they've already shared with us, based on their individualized needs, concerns, and priorities. But we can't forget about this orange bucket. We've seen more and more across the globe that connections are critically important during this time. As many of us have not been able to, to see or physically touch our families and friends to give hugs or or do whatever conveys love to us culturally, we've seen tons of adjustments and modifications and flexibility in meeting this need for connection and networking.

So, how are we really thinking about practices that support individuals to talk to one another, to share their stories, to share their experiences, sometimes to share their fears? How are we also being mindful of the other emotional and informational supports that might be important? Like

counseling, or therapy, or mindfulness exercises, or, or whatever may help a person to feel some level of comfort and connection with others?

And then finally, what goods and services are we offering how are we supporting people to access the physical, medical, financial, day-to-day supports that they might need in order to navigate this crisis?

Each of our needs in these buckets are going to look a little bit different. And in order to be truly person-centered, we have to think about what is the person's individualized need? but how are we making sure that we're filling every single bucket at each interaction that we have with an individual and their family member during this time.