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May 2023

The TI has produced some of the greatest thinking in the field of human service planning, leadership, and change agency. It has certainly lived up to its name...The concepts and practical applications have guided me personally and greatly affected my work in the support of people with developmental and other disabilities for the past over 40 years. From my first reading of *The Principle of Normalization in Human Services* in c.1975, I gained better insights into my own thinking – including my devaluation of others. I have developed a clearer vision of how I do and should think, act, teach, and lead about the plight of devalued people and the ways in which society and in particular, human services need to change to better address people’s needs. This has applied to my direct service work with people and their families as well as to the work I have done in service agency administration and in work on public policy and practice. The same can be said about work to improve the culture in which the people exist.

Unfortunately, I have never been to the TI [office setting] – a big, missed opportunity. I certainly have strong memories of attending TI workshops and being taught by Dr. Wolfensberger, Susan Thomas, Joe Osburn, and several other important teachers who have been strongly connected to the TI.

I highly value the few times I was able to speak with Dr. Wolfensberger. I recall discussing with him my first encounter with him in Ohio in 1980(?). He had responded to a question from the audience about how to address “burnout in staff.” The concept had become popular in human services. Dr. Wolfensberger responded by defining “burnout” as ‘When the person who passes out cheese to poor people isn’t thanked enough.’ I was lucky to get a copy of the book “Burnout” from the TI’s give-away table at a Moral Coherency workshop many years later. I mentioned to him how impressed I was in 1980 hearing him rail against the notion of burnout and what I remember about how he characterized it. He tapped his chin and responded, “I could have said that.” Later that evening we talked about backpacking and German lager – two of our mutual interests.