

Plan for Person-centered Excellence

FACTOR AND INDICATOR: (4a) Community Connection: Community membership facilitates personal opportunities, resources and relationships

THEME/DESIRED OUTCOME/GOAL: #1: Determine what people’s interests are regarding how they spend their day (work, day activities, retirement, senior centers & education)

PERSON RESPONSIBLE: Karleen Haines (With the support of stakeholders: K. Hirschfeld, P. Sherrard, D. Walsh, A. Keegan, H. Greene, S. Limiti, J. Dantzler, A. Kim, M. Gilleran, J. Walker)

HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT AND PERSON-CENTERED EXCELLENCE:

ACTION <i>Specific steps leading to the outcome</i>	WHO <i>Leader and key people who will carry out the action</i>	RESOURCES <i>What we need in order to take action</i>	MOMENTUM/ ACCOUNTABILITY <i>How to keep the action going and hold each other accountable</i>	SUCCESS <i>Measure of progress and success of the action—Data we will collect and analyze</i>	WHEN <i>Timeframe for completing the action</i>
Individualize day activities based on people’s POM Interviews	Zania Ledwidge (MSC Director)	POM Interview, MSC, Job Development Committee, ISP Meetings, & ISP meeting minutes; Day Hab/Pre Voc/SEMP Administrators	Quarterly Director’s/ COMPASS meeting reports. POM reports	POM data compared to previous POM data.	03/31/15; on going
Develop a spreadsheet (or a database) for the data information	Denise Walsh (Self Directed Services, Asst. Director)	MIS, Develop database	Consistent review of the data and reports	Database completed	09/30/14
Gather data (Spreadsheet / data base developed) to desire day activity to determine which are met, unmet and pending	Denise Walsh (Self Directed Services, Asst. Director)	Self-Directed Services Department for data entry into spreadsheet/ database	Data reports	Data is entered and reports/summaries are provided	03/31/15; on going

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Analyze and track data to determine which goals are met, unmet and pending (per person)	Denise Walsh (Self Directed Services, Asst. Director)	MIS Data reports developed	Data base reports provided and shared quarterly Director's and COMPASS meetings	Our POM results improve in this area	09/30/14; on going
Develop action plans to assist people in be engaged in preferred day activity, per person. Facilitate personal opportunities.	Zania Ledwidge (MSC Director)	Job Development Committee	6-month review ISP Meetings	Review of data base (met vs. not met); quarterly review of POM results (have they improved)	09/30/15
Educate/ Train/ form links/expose both workforce (staff) and adults supported by the agency. Expand knowledge of what is out there, more choices, awareness of possibilities specifically regarding day and work activities.	Christine Russell (Director of Training/ Workforce)	Empowerment Training Series; Family Seminar Series; Orientation Training, Annual Training	Status reports/ updates and summaries		03/31/15 on going

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FACTOR AND INDICATOR: (4a) Community Connection: Community membership facilitates personal opportunities, resources and relationships
THEME/DESIRED OUTCOME/GOAL: #2: Support people to form and maintain community connections based on their interests and preferences
PERSON RESPONSIBLE: Karleen Haines (With the support of stakeholders: K. Hirschfeld, P. Sherrard, D. Walsh, A. Keegan, H. Greene, S. Limiti, J. Dantzer, A. Kim, M. Gilleran, J. Walker)

HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT
 AND PERSON-CENTERED EXCELLENCE:

ACTION <i>Specific steps leading to the outcome</i>	WHO <i>Leader and key people who will carry out the action</i>	RESOURCES <i>What we need in order to take action</i>	MOMENTUM/ ACCOUNTABILITY <i>How to keep the action going and hold each other accountable</i>	SUCCESS <i>Measure of progress and success of the action—Data we will collect and analyze</i>	WHEN <i>Timeframe for completing the action</i>
Educate/ Train/ form links/expose both workforce (staff) and adults supported by the agency. Expand knowledge of what is out there, more choices, awareness of possibilities specifically regarding leisure activities	Chris O'Connor (Senior Director); Karleen Haines (Director)	Personal Preference Form	Status reports/ updates and summaries	Review Natural Supports and friends indicators data from POM	03/31/15 on going
Develop and distribute a "community connectors" questionnaire in order to recruit. <i>Recruit and create a "Community Connectors" list. These ambassadors will assist people as volunteers to learn more about their local towns and communities. Ambassadors are highly familiar with the area and serve as a small "welcoming committee" with the purpose</i>	Jerri Walker (Volunteer Coordinator)	Email, list of current towns/locations, All Stakeholders contact information; Community Resources online survey	Status reports/ updates and summaries	Returned questionnaires; received and tallied	09/30/14

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<i>of orienting people new to that location.</i>					
Gather and review data to finalize the list of “community connectors”.	Jerri Walker (Volunteer Coordinator)	MIS Data base		Returned questionnaires; received and tallied	03/31/15
Develop system for “community connectors”.	Jerri Walker (Volunteer Coordinator)	Write procedures; obtain Director’s feedback and approval.	Review at Director’s Meeting Quarterly status report		09/30/14
Implement system and link people to connectors by advertising what/who available.	Jerri Walker (Volunteer Coordinator)	Need all contact information for volunteers		Review Natural Supports and friends indicators data from POM	03/31/15; on going
Develop curriculum and determine trainers.	Christine Russell (Director of Training/ Workforce)	Internet resources, CQL and Self Directed services resources	Review at Director’s Meeting Quarterly status report	Review Natural Supports and friends indicators data from POM	03/31/15
Empower workforce through training to be community connectors.	Christine Russell (Director of Training/ Workforce)	Internet resources, CQL and Self Directed services resources; trainers; training room	Review data on number of staff trained; review data on course evaluation from students	Review Natural Supports and friends indicators data from POM	09/30/15; on going

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THEME/DESIRED OUTCOME/GOAL: #3: Support people to form and maintain natural supports

PERSON RESPONSIBLE: Karleen Haines (With the support of stakeholders: K. Hirschfeld, P. Sherrard, D. Walsh, A. Keegan, H. Greene, S. Limiti, J. Dantzer, A. Kim, M. Gilleran, J. Walker)

HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT CONSUMER EMPOWERMENT AND PERSON-CENTERED EXCELLENCE:

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Empower staff to become community connectors, to assist people to gain/maintain natural supports.	Christine Russell (Director of Training/ Workforce)	Training Completed see above;	Review data on number of staff trained; review data on course evaluation from students	Review Natural Supports data from POM	09/30/15; on going
Include a measurable staff performance outcome on Human Resources annual staff job evaluation. Provide staff with supports and feedback on how they perform in this area.	Diane Rodriguez (Senior Director, HR)		Reviewing at ISP meetings	Review Natural Supports data from POM	09/30/15

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<p>Revise (as needed) current written and unwritten procedures and policies regarding relationships.</p> <p><i>Purpose is to empower staff and those we support to feel freer and more autonomous in supporting individuals through natural desire and consequence. Assist in betterment of overall agency culture; attempt to shift away from over protection of the men and women we support.</i></p>	<p>Anne Miller (Director, QA) ; Diane Rodriguez (Senior Director, HR)</p>	<p>Human Rights Committee; COMPASS Committee; Human Resources review, Administrative Review, secretarial supports</p>	<p>Review of any revised policies by Director's during monthly meetings</p>	<p>Review Natural Supports and friends indicators data from POM</p>	<p>03/31/16</p>
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