

# Plan for Person-centered Excellence

1

**FACTOR AND INDICATOR: 7D**

**THEME/DESIRED OUTCOME/GOAL:** Keeping the public informed.

**PERSON RESPONSIBLE:** Nicole DiTilleo (with support from Carolyn Ciatto, Chris Williams, Savita Sharma, Denise Walsh, Zania Ledwidge, Paul Cullen, Leslie Levine, Brooke Gillman, Janice Shear, Kathryn Jussen, Mary McNamara, Aimee Keegan, Michelle Rudolph, Jerri Walker and Sandy Gumerove).

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

- **People are active members in their local communities; people are enhancing their natural support networks; people are building social capital and giving back to their communities.**

<b>ACTION</b> <i>Specific steps leading to the outcome</i>	<b>WHO</b> <i>Leader and key people who will carry out the action</i>	<b>RESOURCES</b> <i>What we need in order to take action</i>	<b>MOMENTUM/ACCOUNTABILITY</b> <i>How to keep the action going and hold each other accountable</i>	<b>SUCCESS</b> <i>Measure of progress and success of the action—Data we will collect and analyze</i>	<b>WHEN</b> <i>Timeframe for sub steps and for completing the action</i>
<b>LONG TERM GOAL:</b>					
<b>1) Keeping the public informed by building and maintaining partnerships with existing organizations in the community’s people belong to.</b>	See assignments below for each sub step.	See resources below for each sub step.	See momentum/accountability for each sub step below.	Data that supports sustained partnerships with ever increasing community organizations (increase in number of partnerships).	12/31/18
<b>Sub Steps to Achieve Long Term Goal:</b>					
<b>1a) Inform all stakeholders of long term and short term goals to keep the public informed by building and maintaining partnerships</b>	Nicole DiTillio and Carolyn Ciatto	Computer, e-mail, website, paper and money.	Monthly statistical reports with measures of progress (data on numbers of stakeholders and number of e-mails and/or letters sent) to leaders and then quarterly reports progress (data on numbers of stakeholders and number of e-mails and/or letters sent) to	Data that demonstrates that all stakeholders have been informed (data on numbers of stakeholders and number of e-mails and/or letters sent).	Send e-mail and/or letter explaining goals to all stakeholders by 4/30/14.  Update websites to include information on



# Plan for Person-centered Excellence

2

<p>with existing organizations in communities people belong to through various media outlets (i.e., e-mail, letters, website, etc.</p>			<p>Compass Quality Improvement Committee to ensure progress and completion.</p>		<p>goals for stakeholders to access by 4/30/14.  Total Completion of all components to this sub step: 4/30/14.</p>
<p>1b) Identify baseline data on the locations of communities that we belong to (communities in which the people we support live, work and/or volunteer in).</p>	<p>Self-advocates (representation from all people we support) and Brooke Gillman (Day Hab)  Self-advocates (representation from all people we support) and Carolyn Ciatto (Residential)  Self-advocates (representation from all people we support) and Karleen Haines (work)</p>	<p>Computer, data base, data templates, distribution lists, day hab, work and residential lists.</p>	<p>Monthly statistical reports with measures of progress (number of communities people live, work and/or volunteer in) to leaders and then quarterly reports (number of communities people live, work and/or volunteer in) to Compass Quality Improvement Committee.</p>	<p>Data that demonstrates a completed list of where people live, work and/or volunteer (list of names of places where people live, work and/or volunteer).</p>	<p>Current list finalized by 3/31/14.  Total Completion of all components to this sub step: 3/31/14.</p>
<p>1c) Identify all of the town halls, chamber of commerce, local libraries and places of worship in the</p>	<p>Self-advocates (representation from all people we support) and Janice Shear (Day Hab)  Self-advocates</p>	<p>Computer and phone access, paper.</p>	<p>Monthly statistical reports with measures of progress (number of town halls, chamber of commerce, local libraries and places of worship in the communities listed above along with their contact numbers and</p>	<p>Data that demonstrates a completed list of town halls, chamber of commerce, local libraries and places of worship in the communities we belong to along with contact person and contact</p>	<p>Current list finalized by 4/30/14.  Total Completion of all components to this sub step:</p>



# Plan for Person-centered Excellence

3

<p>communities listed above along with their contact numbers and contact people.</p>	<p>(representation from all people we support) and Carolyn Ciatto (Residential) Self-advocates (representation from all people we support) and Jerri Walker (work)</p>		<p>contact people) to leaders and then quarterly reports (town halls, chamber of commerce, local libraries and places of worship in the communities listed above along with their contact numbers and contact people) to Compass Quality Improvement Committee.</p>	<p>numbers (list of town halls, chamber of commerce, local libraries and places of worship and list of contact names and numbers).</p>	<p>4/30/14.</p>
<p>1d) Develop a questionnaire to solicit people's interest in community outreach as a community ambassador and use outcome to create a list of people with such an interest (ensure representation from all people we support).</p>	<p>Self-advocates (representation from all people we support), Savita Sharma, and Zania Ledwidge.</p>	<p>Research on questionnaires already developed in this area; computer access; paper; CQL and a focus group with representation from all people we support.</p>	<p>Monthly statistical reports with measures of progress (status of questionnaire development, status of focus group, number of questionnaire distributed, number of questionnaires returned, data on the number of people interested in becoming a community ambassador) to leaders and then quarterly reports(status of questionnaire development, status of focus group, number of questionnaire distributed, number of questionnaires returned, data on the number of people interested in becoming a community ambassador) to Compass Quality Improvement Committee.</p>	<p>Data demonstrating a completed list of people with interest in becoming a community ambassador (list of names of people who voiced an interest in becoming a community ambassador).</p>	<p>Research questionnaires already developed for this purpose by 4/30/14.  Develop own questionnaire by 5/30/14.  Hold a focus group with representation from all people we support to ensure questionnaire will work for all, pilot questionnaire and revise questionnaire based on feedback by 7/31/14.  Distribute</p>



# Plan for Person-centered Excellence

4

					<p><b>finalized questionnaire by 8/1/14.</b></p> <p><b>Receive completed questionnaire back by 9/1/14</b></p> <p><b>Compile list of people interested in becoming a community ambassador by 9/30/14.</b></p> <p><b>Total Completion of all components to this sub step by 9/30/14.</b></p>
<p><b>1e) Develop and provide universal training to people on how to be community ambassadors and on how to reach out to their communities.</b></p>	<p><b>Self-advocates (representation from all people we support), Denise Walsh and self-direction department to design training.</b></p> <p><b>Self-advocates (representation from all people we support), Assistant Director of each home and day location to assist with</b></p>	<p><b>Computer access; research on training materials already developed in this area; paper; role playing scripts; CQL; homework assignments, a focus group with representation from all people we support and observation and evaluation tools.</b></p>	<p><b>Monthly statistical reports with measures of progress (status of research, status of training development, status of focus group, number of trainings conducted, data on the number of people trained on how to be a community ambassador) to leaders and then quarterly reports (status of research, status of training development, status of focus group, number of trainings conducted, data on the number of people trained on how to be a community</b></p>	<p><b>Data from observation and evaluation tools revealing success of training (those evaluated at 90% or higher will be considered successfully trained).</b></p>	<p><b>Research trainings already developed for this purpose by 4/30/14.</b></p> <p><b>Develop own training by 5/30/14.</b></p> <p><b>Hold a focus group with representation from all people we support to ensure</b></p>



# Plan for Person-centered Excellence

5

	skill maintenance.		ambassador) to Compass Quality Improvement Committee.		<p>training will work for all and revise training based on feedback by 7/31/14.</p> <p>Conduct training by 11/30/14.</p> <p>Observe and evaluate the effectiveness of training by 12/31/14.</p> <p>Compile list of people successfully trained to be a community ambassador by 12/31/14.</p> <p>Total Completion of all components to this sub step by 12/31/14.</p>
1f) Identify the needs in each community that we belong to and obtain information on existing	Community ambassadors	Script; information gathering checklist, agency pamphlet, paper.	Monthly statistical reports with measures of progress (data supporting a list of needs of each community we belong to and data on organizations in each community working on similar causes) to leaders and	Data that supports the current needs of each community we belong to (list of needs in each community) and data that demonstrates the community organizations in	Community ambassadors go to town halls, chamber of commerce, libraries and places of worship



# Plan for Person-centered Excellence

6

<p>community organizations already working on identified community needs.</p>			<p>then quarterly reports (data supporting a list of needs of each community we belong to and data on organizations in each community working on similar causes) to Compass Quality Improvement Committee.</p>	<p>each community that are already working on such needs (list of organizations in each community already working on cause).</p>	<p>to solicit the needs of the community they are in and the names of the organizations already working on such needs by 3/31/15.</p> <p>Total Completion of all components to this sub step by 3/31/15.</p>
<p>1g) Share information gathered on community needs and existing community organizations working on such needs with people and then identify people who have similar interests as the existing community organization and the desire to partner with the organization.</p>	<p>Nicole DiTilleo and Jerri Walker</p>	<p>Computer; database; e-mail; paper</p>	<p>Monthly statistical reports with measures of progress (number of communities and their needs entered into the data base; number of existing community organizations in each community already working on the same need; number of e-mails sent to people inquiring about their interests as they related to existing community organizations helping the community) to leaders and then quarterly progress reports (number of communities and their needs entered into the data base; number of existing community organizations in each community already working on the same need; number of e-mails sent to</p>	<p>Data demonstrating a completed list of people with similar interests as existing community organizations (list of people with similar interests as existing community organization).</p>	<p>Enter data gathered in data base by 4/14/15.</p> <p>Distribute data to people by 4/21/15.</p> <p>People review data and make decisions by 4/28/15.</p> <p>People send their interests back by 5/15/15.</p> <p>Total Completion of all components to this sub step by 5/31/15.</p>



# Plan for Person-centered Excellence

7

			people inquiring about their interests as they related to existing community organizations helping the community) to Compass Quality Improvement Committee.		
1h) Partner with existing community organizations to assist with meeting the needs of each community we belong to.	<p>Self-advocates (representation from all people we support) and Brooke Gillman (Day Hab)</p> <p>Self-advocates (representation from all people we support) and Carolyn Ciatto (Residential)</p> <p>Self-advocates (representation from all people we support) and Karleen Haines (work)</p>	Phone, e-mail; membership dues; transportation; and any other organizational requirements.	Monthly statistical reports with measures of progress (status of community organizations we have partnered with along with community need we are meeting) to leaders and quarterly reports (status of community organizations we have partnered with along with community need we are meeting) to Compass Quality Improvement Committee.	Data demonstrating an increase in number of partnerships with community organizations.	<p>Contact existing community organizations of interest by 5/30/15.</p> <p>Attend next meeting for community organization of interest by 6/30/15.</p> <p>Maintain and partnership with community organization – ongoing.</p>
<b>LONG TERM GOAL:</b>					
2) Keep the public informed of how we can contribute to each community people belong to and how to contact us if members of the community have a need.	See assignments below for each sub step.	See resources below for each sub step.	See momentum/accountability for each sub step below.	Data that supports an increase in distribution of information to ever increasing community partnerships (increase in number of pamphlets circulated resulting in an increase in partnerships).	12/31/16



# Plan for Person-centered Excellence

Sub Steps to Achieve Long Term Goal:					
<p><b>2a) Inform all stakeholders of long term and short term goals to keep the public informed of how we can contribute to each community people belong to and how to contact us if members of the community have a need.</b></p>	<p><b>Nicole DiTillio and Carolyn Ciatto</b></p>	<p><b>Computer, e-mail, website, paper and money.</b></p>	<p><b>Monthly statistical reports with measures of progress (data on numbers of stakeholders and number of e-mail and/or letters sent) to leaders and then quarterly progress reports (data on numbers of stakeholders and number of e-mail and/or letters sent) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>	<p><b>Data that demonstrates that all stakeholders have been informed (data on numbers of stakeholders and number of e-mails and/or letters sent).</b></p>	<p><b>Send e-mail and/or letter explaining goals to all stakeholders by 4/30/14.</b></p> <p><b>Update websites to include information on goals for stakeholders to access by 4/30/14.</b></p> <p><b>Total Completion of all components to this sub step: 4/30/14.</b></p>
<p><b>2b) Gather data and compile a list of all of the services we can provide to the communities we belong to.</b></p>	<p><b>Self-advocates (representation from all people we support) and Brooke Gillman</b></p>	<p><b>Computer, data, phone</b></p>	<p><b>Monthly statistical reports with measures of progress (status of list of services we can provide) to leaders and then quarterly reports (status of lists of services we can provide) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>	<p><b>Data that demonstrates a completed list of all of the services we can provide to the communities we belong to.</b></p>	<p><b>Information gathering by 3/31/14.</b></p> <p><b>Compiled list of jobs/volunteer experiences we can provide by 3/31/14.</b></p> <p><b>Total Completion of all components to this sub step: 3/31/14.</b></p>





# Plan for Person-centered Excellence

9

<p><b>2c) Develop community outreach pamphlets that will be distributed to community locations (i.e., local libraries, town halls, etc.).</b></p>	<p><b>Self-advocates (representation from all people we support) and Mary McNamara</b></p>	<p><b>Computer, data, graphic design, money, pictures, printing company</b></p>	<p><b>Monthly statistical reports with measures of progress (data on status of pamphlet) to leaders and then quarterly reports (data on status of pamphlet) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>	<p><b>Data that demonstrates the completion of a community outreach pamphlet and data that demonstrates pamphlet circulation (increase in number of pamphlets circulated resulting in an increase in partnerships).</b></p>	<p><b>Information gathering by 3/31/14.</b></p> <p><b>Compiled list of jobs/volunteer experiences we can provide by 3/31/14.</b></p> <p><b>Graphic design of pamphlet by 5/31/14.</b></p> <p><b>Printing of pamphlet by 6/30/14.</b></p> <p><b>Total Completion of all components to this sub step: 6/30/14.</b></p>
<p><b>2d) Create a community outreach network that will answer inquiries from the community and organize the needed volunteer efforts.</b></p>	<p><b>Self-advocates (representation from all people we support) and Paul Cullen</b></p>	<p><b>Phones, data base, call log, volunteers, transportation, money, satisfaction surveys.</b></p>	<p><b>Monthly statistical reports with measures of progress (data on status of network and volunteer efforts) to leaders and then quarterly reports (data on status of network and volunteer efforts) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>	<p><b>Data that supports the establishment of a community network with needed volunteers running it (call center established with people available to take calls and organize efforts)..</b></p>	<p><b>Creation of community outreach network by 6/30/14.</b></p> <p><b>Design phone log template for community calls and other needed information by 7/1/14.</b></p>



# Plan for Person-centered Excellence

10

					<p><b>Design satisfaction survey and feedback form for all jobs completed by 7/1/14.</b></p> <p><b>Total Completion of all components to this sub step: 7/1/14.</b></p>
<b>LONG TERM GOAL:</b>					
<p><b>3) Keep the public informed by enhancing information sharing on how we give back, assist and contribute to each of the communities we belong to.</b></p>	<p>See assignments below for each sub step.</p>	<p>See resources below for each sub step.</p>	<p>See momentum/accountability for each sub step below.</p>	<p>Data (increase in website visits and increased community partnerships/memberships.</p>	<p>12/31/18</p>
<b>Sub Steps to Achieve Long Term Goal:</b>					
<p><b>3a) Inform all stakeholders of long term and short term goals to keep the public informed by enhancing information sharing on how we give back, assist and</b></p>	<p><b>Nicole DiTillio and Carolyn Ciatto</b></p>	<p><b>Computer, e-mail, website, paper and money.</b></p>	<p><b>Monthly statistical reports with measures of progress (data on numbers of stakeholders and number of e-mail and/or letters sent) to leaders and then quarterly progress reports (data on numbers of stakeholders and number of e-mail and/or letters sent) to Compass Quality Improvement Committee to ensure progress</b></p>	<p><b>Data that demonstrates that all stakeholders have been informed (data on numbers of stakeholders and number of e-mails and/or letters sent).</b></p>	<p><b>Send e-mail and/or letter explaining goals to all stakeholders by 4/30/14.</b></p> <p><b>Update websites to include information on goals for stakeholders to</b></p>



# Plan for Person-centered Excellence

<p>contribute to each of the communities we belong to.</p>			<p>and completion.</p>		<p>access by 4/30/14.  Total Completion of all components to this sub step: 4/30/14.</p>
<p>3b) Enhance our websites to include a community outreach link that will list statistics (i.e., number of volunteers giving back to each community; number of volunteer hours we provide each community; number of people we employee from each community, names of local businesses that we shop in when we volunteer, etc.), share stories and offer additional</p>	<p>Self-advocates (representation from all people we support) and Mary McNamara</p>	<p>Website; data matrix, money, stories; statistics; pictures.</p>	<p>Monthly statistical reports with measures of progress (data on status of website enhancement, data on number of volunteers, data on number of volunteer hours we provide, data on number of people we employee in the community, data on number of local businesses we shop in, increase in stories and data on additional community outreaches made) to leaders and then quarterly reports (data on status of website enhancement, data on number of volunteers, data on number of volunteer hours we provide, data on number of people we employee in the community, data on number of local businesses we shop in, increase in stories and data on additional community outreaches made) to Compass Quality Improvement Committee to ensure progress and completion.</p>	<p>Data that demonstrates enhanced statistics as stated in sub step, increase in number of pictures, increase in number of stories and enhanced website development.</p>	<p>Gathering of statistics by 3/31/14.  Gathering of stories by 4/30/14,  Gathering of pictures by 4/30/14.  Establishment of a data matrix by 5/30/14.  Update website by 9/30/14 and ongoing thereafter.  Total Completion of all components to this sub step: 9/30/14.</p>



# Plan for Person-centered Excellence

<p><b>outreach.</b> 3c) Enhance website to display company logos of our community partnerships and/or links to community businesses that partner with us.</p>	<p>Self-advocates (representation from all people we support) and Mary McNamara</p>	<p>Website, data matrix, money, logos of community partnerships, links to community businesses that partner with us.</p>	<p>Monthly statistical reports with measures of progress (increase in number of community partnership logos and links. Data that demonstrates more visits to the website) to leaders and then quarterly reports (increase in number of community partnership logos and links. Data that demonstrates more visits to the website) to Compass Quality Improvement Committee to ensure progress and completion.</p>	<p>Data that demonstrates an increase in the number of community partnerships and an increased number of volunteer opportunities/experiences that contribute to meeting communities needs.</p>	<p>Establishment of a data matrix by 5/30/14.  Gather logo and links of community partnerships by 7/31/14.  Enhance website with this information by 9/30/14 and ongoing thereafter.  Total Completion of all components to this sub step: 9/30/14.</p>
<p>3d) Enhance use of community media (i.e., local penny savers, local papers, television and radio, etc.) to provide information on the community outreach we are</p>	<p>Self-advocates (representation from all people we support) and Mary McNamara</p>	<p>Data matrix, stories about community partnerships established, money, research on community media outlets and costs, statistics and pictures.</p>	<p>Monthly statistical reports with measures of progress (data to support an increase in number of media outlets used to inform the public and an increase in information shared on this sub step with the public) to leaders and then quarterly reports (data to support an increase in number of media outlets used to inform the public and an</p>	<p>Data that demonstrates an increase in number of media outlets used to inform the public and an increase in information shared on this sub step with the public.</p>	<p>Establishment of a data matrix by 5/30/14.  Conduct research on media outlets in each community along with cost to agency by 6/30/14.</p>



# Plan for Person-centered Excellence

13

<p><b>involved in and to share stories on our contributions to each community.</b></p>			<p><b>increase in information shared on this sub step with the public) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>		<p><b>Select media outlets to be used for each community by 7/15/14.</b></p> <p><b>Gather statistics, pictures and stories to be shared with communities by 7/31/14.</b></p> <p><b>Utilize media outlets selected to share information with the communities by 9/30/14 and ongoing thereafter.</b></p> <p><b>Total Completion of all components to this sub step: 9/30/14.</b></p>
<p><b>3e) Enhance transparency with the public by enhancing website to include clear and simple reports to the</b></p>	<p><b>Self-advocates (representation from all people we support) and Mary McNamara</b></p>	<p><b>Website, current reports on what people want and need; budget reports.</b></p>	<p><b>Monthly statistical reports with measures of progress (data that shows an enhanced website as it relates to this sub step, and data that shows an increase in website visits) to leaders and then quarterly reports progress (data that shows an enhanced</b></p>	<p><b>Data that supports enhanced transparency via an increase in information on this website regarding this sub step and an increase in visits to the websites.</b></p>	<p><b>Gather information on what people want and need by 5/31/14.</b></p> <p><b>Gather information on</b></p>



# Plan for Person-centered Excellence

14

<p><b>public about what people want and need in a manner that maintains people's privacy; information on how it plans on using its budget to support people to get their wants and needs met and information that allows the public to understand how funds are spent and will help the public want to continue funding the organization.</b></p>			<p><b>website as it relates to this sub step, and data that shows an increase in website visits) to Compass Quality Improvement Committee to ensure progress and completion.</b></p>	<p><b>plans to use the budget to support what people want and need by 6/30/14.</b></p> <p><b>Gather information on how funds are spent to provide info to the public and enhance contributions by 7/31/14 and ongoing thereafter.</b></p> <p><b>Enhance website with this information by 9/30/14.</b></p> <p><b>Total Completion of all components to this sub step: 9/30/14.</b></p>
---	--	--	--	---

