

**WHAT REALLY MATTERS PLAN**  
**HOW WORKING TOWARD AND ACHIEVING THE OUTCOME WILL SUPPORT PERSON-CENTERED EXCELLENCE**

**THEME/DESIRED OUTCOME/GOAL: 7C Participants, families and advocates evaluate supports and providers**

<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 completing the action</i>
<p>1. a) Assess any current tools, systems and practices which provide opportunities for people and families to be informed regarding the quality of their supports and service providers.</p> <p>b) Enhance the above by addressing any gaps, and or provide structure to “best practices” to be applied across the organization.</p> <p>c) Develop a marketing/implementation plan to ensure people are informed about SCS supports and services</p>	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Self Advocates Council</li> <li>• Family Council</li>   <li>• Simcoe Community Services Foundation</li> <li>• Public Awareness Committee</li>   <li>• CQI Committee</li> </ul>	<ul style="list-style-type: none"> <li>• All current information, materials and methods of sharing information about supports and service providers.</li>   <li>• Recommendations from the Self Advocates Council and Family Council on methods to best inform all stakeholders about what Simcoe Community Services has to offer across all ages.</li>   <li>• The Simcoe Community Services Communication Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Is reflected in Section 5.1 of the Simcoe Community Services 2010 – 2012 strategic plan.</li> <li>• Add as a standing item on Managers Agenda once per month.</li>   <li>• Include actions and accountability areas in the CQI plan for 2011 – 2012 for tracking status of work.</li> <li>• Reporting back to CQI regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• SCS has effective, inclusive and ongoing processes (formal &amp; informal, internal &amp; external) for assessing the quality of services and providers.</li>   <li>• Representatives of all stakeholder groups are involved in evaluation and the outcome is broadly shared.</li>   <li>• Changes in supports/services are driven by evaluation feedback provided by our stakeholders.</li> </ul>	<p>6 months</p> <p>12 months</p> <p>18 months</p>

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2. Develop an internal Leadership position; Self Advocate Advisor who would be involved in the day to day operations of Simcoe Community Services by participating in staff training, hiring of support staff, committee member, liaison for the Self Advocates Council.	<ul style="list-style-type: none"> <li>• CQI Committee</li> <li>• Self Advocate</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a job description of what this role would involve.</li> <li>• Simcoe Community Services Foundation</li> <li>• Public Awareness Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Place on CQI Committee meeting agenda for December 2011.</li> <li>• CQI Committee will include actions a accountability areas in the workplan for 2011 – 2012.</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• Success would be having a Self Advocate Advisory hired by Simcoe Community Services</li> </ul>	6 months

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<p>3. Speak up and be heard campaign. (Solicit people’s feedback regarding supports and service providers).</p> <p>a) Self Advocates and Family Councils will develop a plan/strategies for enlisting participation of other interested Self Advocates and Families.</p> <p>b) With the support of agency resources, roll out the Speak up and be heard campaign. Possibly at the Annual Meeting in June 2012.</p> <p>c) Marketing/implementation plan from 7a 1 includes a method/tool to then solicit evaluation feedback from stakeholders regarding the quality of their supports and service providers.</p>	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Self Advocates Council</li> <li>• Family Council</li> <li>• Public Awareness Committee</li> <li>• Simcoe Community Services Foundation</li> <li>• CQI Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a Marketing plan</li> <li>• Prepared marketing materials</li> <li>• Utilize the SCS Communication plan</li> </ul>	<ul style="list-style-type: none"> <li>• Is reflected in Section 5.1 of the Simcoe Community Services 2010 – 2012 Strategic Plan</li> <li>• Will be a standing item on Managers Team meeting Agenda once per month.</li> <li>• Self Advocate/Family will attend the Management Team meetings to give an update on the progress of the campaign.</li> <li>• CQI Committee will include actions a accountability areas in the workplan for 2011 – 2012.</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• People are speaking up, we are listening, and we have a tool that collects this data and a system to sustain it.</li> <li>• Changes within the systems and practices will be driven by what we have learned from people.</li> </ul>	<p>6 months</p> <p>7 months</p> <p>12 - 18 months</p>

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**THEME/DESIRED OUTCOME/GOAL: 7D The public is kept informed.**

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1. Create and share, on a regular basis, information regarding “Who” Simcoe Community Services is and what we do. Solicit additional information from, Self Advocates, Families, Community Partners, SCS staff to identify what information would be relevant and valuable to people.	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Public Awareness Committee</li> <li>• SCS Foundation</li> <li>• SCS Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness News Letter Inserts</li> <li>• Current Information material</li> <li>• Annual Report</li> <li>• Website Committee</li> <li>• All Stakeholders</li> <li>• Aggregate Personal Outcome Data</li> <li>• SCS Communication Plan</li> <li>• SCS Foundation</li> <li>• Surveys</li> <li>• Focus groups</li> </ul>	<ul style="list-style-type: none"> <li>• Is reflected in general terms in Section 3.1 of the Simcoe Community Services 2010 – 2012 Strategic Plan</li> <li>• Agenda items for Self Advocate Meetings</li> <li>• Agenda items for Family Council Meetings</li> <li>• Agenda item for Management Team Meetings</li> <li>• CQI Committee will include actions and accountability areas in the workplan for 2011 – 2012</li> <li>• Annual General Meeting</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing solicited feedback from all stakeholders indicates that they see Simcoe Community Services as transparent and responsive to criticism.</li> <li>• More volunteers</li> <li>• More donations</li> <li>• More Specific links to our strategic plan when reviewed in 2012.</li> </ul>	12 - 18 months

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2. To create the expectation (a culture) that all Simcoe Community Services employees are ambassadors for the Organization. That each employee would be able to provide an “elevator” explanation of what we do, and do so at any opportunity.	<ul style="list-style-type: none"> <li>• Board of Directors</li> <li>• Management Team</li> <li>• Public Awareness Committee</li> <li>• Stakeholders</li> <li>• Learning and Performance Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Public Awareness Committee</li> <li>• Link to employees Performance Appraisals</li> <li>• Link to Speak up and be heard campaign</li> <li>• Website committee</li> <li>• Lanyards for employees to wear when meeting with Community Partners, Committee work etc. ( would include elevator explanation on the back of ID)</li> <li>• Culture for Support Training</li> </ul>	<ul style="list-style-type: none"> <li>• Standard of practice to reflect expectations.</li> <li>• CQI Committee will include actions and accountability areas in the workplan for 2011 – 2012.</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• Community Partners will know who is sitting at the “table” with them.</li> <li>• Current public Awareness efforts will be enhanced.</li> <li>• Stakeholders will call us by “Simcoe Community Services”.</li> </ul>	4 years

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3. Simcoe Community Services will assist and facilitate opportunities on behalf of Self Advocates, Families volunteers, SCS employees and the Board of Directors to network and build Social Capital and increase Community Life, internally and externally.	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Ambassadors of SCS</li> <li>• Board of Directors</li> </ul>	<ul style="list-style-type: none"> <li>• <u>“Simcoe Community Services Agency Liaison with other Community Groups”</u></li> <li>• Post/share this in a more broad and general way.</li> </ul>	<ul style="list-style-type: none"> <li>• This is reflected in general terms in Section 2.4 of the Simcoe Community Services 2010 – 2012 Strategic Plan</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> <li>• CQI Committee will include actions and accountability areas in the workplan for 2011 – 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Agency Liaison list of will reflect SCS in more Leadership/advocacy roles.</li> <li>• Areas of participation, leadership and advocacy will reflect efforts on behalf all citizens.</li> </ul>	4 years

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**THEME/DESIRED OUTCOME/GOAL: 8B Individual budgets are both fair and ample.**

<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 completing the action</i>
1. Continue to have a presence locally, provincially, regionally and educate people about funding and service delivery budgets which will ensure Systems Advocacy. Make recommendations to funders.	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Board Chair</li> <li>• Management Team</li> <li>• Family Council</li> <li>• Self Advocate Council</li> </ul>	<ul style="list-style-type: none"> <li>• Existing Dollars.</li> <li>• Gathering new information.</li> </ul>	<ul style="list-style-type: none"> <li>• This is reflected in general terms in Section 1.1 of the Simcoe Community Services 2010 – 2012 Strategic Plan.</li> <li>• CQI Committee will include actions and accountability areas in the workplan for 2011 – 2012</li> </ul>	<ul style="list-style-type: none"> <li>• Better understanding of individualized funding, ability to explain and use information to advocate on behalf of individuals seeking and receiving supports.</li> </ul>	4 years
2. To explore ways to utilize existing resources in a more flexible individualized way.	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Directors</li> <li>• Management Team</li> <li>• Family Council</li> <li>• Self Advocate Council</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate additional funding/ supplements options.</li> <li>• Flexibility in Existing Dollars.</li> </ul>	<ul style="list-style-type: none"> <li>• Currently being done – keep doing.</li> <li>• CQI Committee will include actions and accountability areas in the workplan for 2011 – 2012</li> <li>• Reporting back to CQL regarding progress in this indicator.</li> </ul>	<ul style="list-style-type: none"> <li>• Service recipients have more authority to direct supports and service providers.</li> <li>• Supports are more flexible.</li> <li>• Support options are more accessible.</li> <li>• Service recipients are participating in the managing of their support and providers.</li> <li>• Supports are available in an emergency or crisis.</li> </ul>	4 years

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				• People can identify personal champions	
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