



Transformation Self-Assessment & Planning

Genni Sasnett & Thomas Wilds
EFSLMP National Subject Matter Experts

CONNECTICUT PROVIDER TRANSFORMATION

MAY 13, 2019

The Expectation

Competitive **Integrated** Employment

&

Integrated Community Engagement

Agenda

- Convening a Change Management Team
- The Agency Self-Assessment
- Components of the Assessment & Plan
- Developing the Transformation Plan

Convening A Change Management Team

- No one person can make the change nor should they try
- Team composition will have an impact on results.
- Have broad representation of stakeholders with multiple perspectives
- Set clear expectations for member participation & contribution.

Supporting Change Management Teams

- Training in Team Problem Solving
- Set regular meeting times and dates
- Set agendas in advance
- Take and distribute minutes, include assignments, expectations
- Facilitate participation for members



Criteria for Performance Excellence in Provider Transformation

- **Leadership**
- **Strategic Planning**
- **Customer Focus**
- **Workforce Focus**
- **Operations Focus**
- **Measurement, Analysis & Knowledge Management**
- **Results**

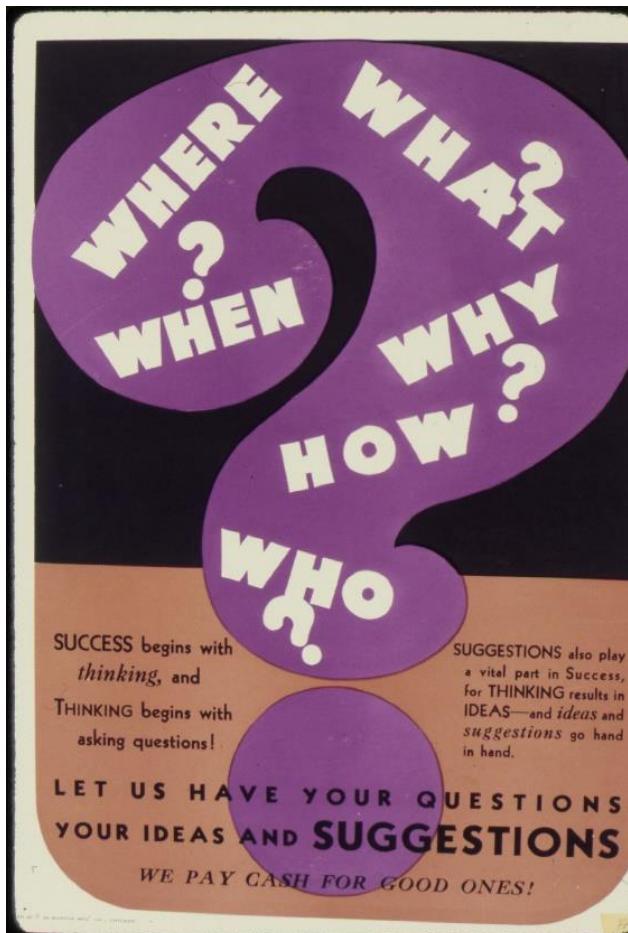


Agency Self-Analysis

- Why self-analysis?
- Who should be involved?
- What do we do with the results?
- How does this relate to the change process?



Understanding Who You Are



- Take a deep and honest look at your agency and where you are today
- Examine what you do
- Look at how you do it
- Ask why you do things that way
- Understand where you are putting your resources and outcomes

Understand the Process of Change

- What Will Be Impacted

- Important to grasp not only where your agency is but where it is going & what is involved in the process of change
- All aspects of the agency are impacted
- Everyone has to be informed and on board
- Communication is essential especially during change

Leadership

Vision, values, mission
Team Development
Team Planning
Oversight



Leadership

Communication Planning *Create a culture of inclusion*

- *Mission, Vision, Values*
- *Success stories*
- *Acknowledge contributions*
- *Photos of active engagement*
- *Education-benefits, legal, regulations*
- *Thank you*

Leadership

Advocacy: How & Who?

- Best practices, legislation, regulations requirements
- Your agency's specific needs/ Talking points
- Provider Associations Membership & Training
- APSE & ANCOR Membership
- Testifying for State & Local budgets & government oversight Committees
- Relationships with government leaders & elected officials

Strategic Planning

- When last developed?
- Who was involved?
- Did it include Community Integrated Engagement Services and Competitive Integrated Employment?

Customer Focus

- Survey Needs
- Person Centered Planning
- Assessment in Community Settings
- Defining “Educated” Choice
- Benefits Planning
- Community Manual



Workforce

**Staff Deployment
Qualities and Skills
Recruitment and Hiring
Staff Training
Staff Support**



Operations Focus



**People Served and
Services**

Funding and Relationships

Finance

Development

Services

Who are we serving and what are the services we are currently providing?

How many people are we serving in each area?

What are our funding sources and are we using them optimally?

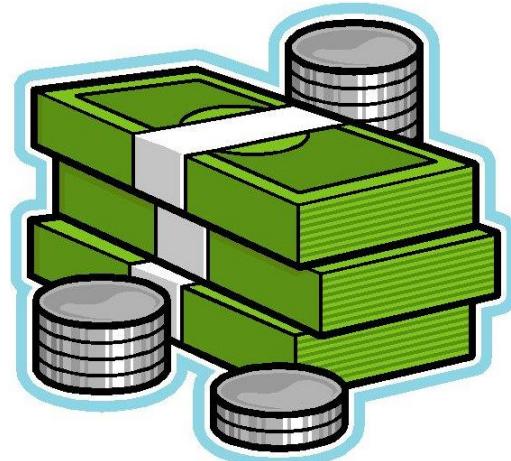
How do we feel about our quality?

Funding

Who are our funders ?

Do we have plans to diversify our funding?

Are we participating in local and statewide efforts to get adequate funding for the services we are providing?



Building Relationships



What community relationships do we have?

Are our funders pleased with our performance?

How do we know?

Are we getting sufficient referrals from our funders?

Finance

What is our total annual budget?



What percentage does each of the services below represent in our budget?

- **Community integrated employment, individual placement**
- **Community employment, group**
- **Facility based work**
- **Community based pre-vocational services**
- **Facility based pre-vocational services**
- **Community based day support services**
- **Facility based day support services**

FINANCE₂

What percentage is staffing of our total budget?

What locations do we operate out of? Do we own or lease these facilities or offices?

What percent of our budget is devoted to staff development?

Fundraising

Do we raise private funds or grant dollars?

What percent of private funds are represented in our budget?

Do we have designated staff to do fundraising or grant development?



Measurement, Analysis and Knowledge Management

Quality Assurance

Customer Feedback

Quality Assurance



Are we accredited by an entity external to the state? What were the outcomes by the most recent survey?

What were the results of our most recent surveys of quality and compliance by our funding sources regarding community employment and meaningful community day support?

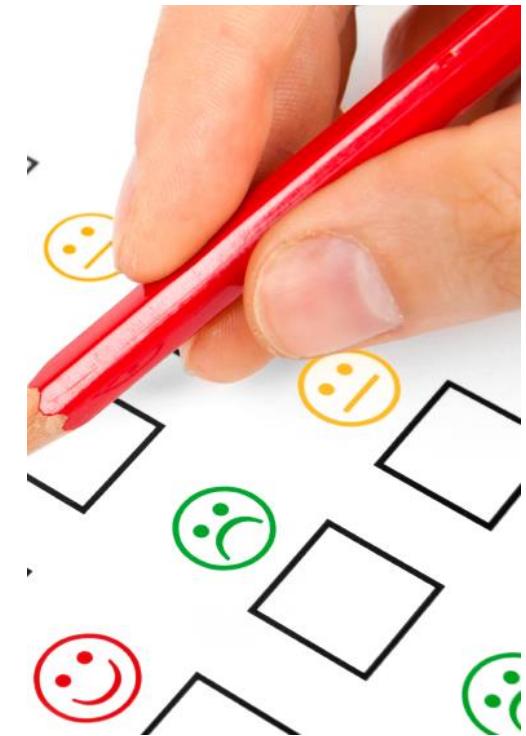
What were the overall strengths and opportunities for improvement in recent surveys?

Feedback

Do we routinely survey individuals served, their families, case managers, employers and other key stakeholders to assess their satisfaction with services provided?

Do we survey staff routinely to assess their satisfaction with the support and training provided to them?

Do we respond to the feedback that we get through the surveys and take action as needed?





The only thing worth measuring:

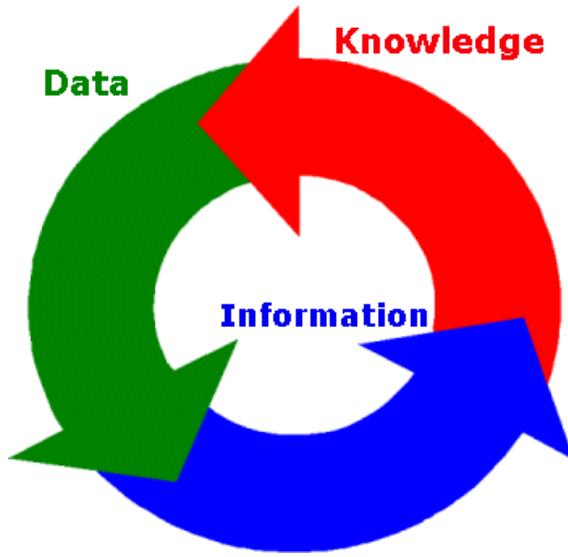
RESULTS.

Data

Benchmarking

Information Technology

Data and Benchmarking



Do we use data to benchmark our performance in achieving individual and agency outcomes towards community integrated employment?

Do we record data on competitive integrated employment including:

- Length of time to placement
- Type of placement achieved
- Wages/hours of work
- Method for placement
- Career advancement or termination of employment

Do we use data for management purposes?

Information Technology

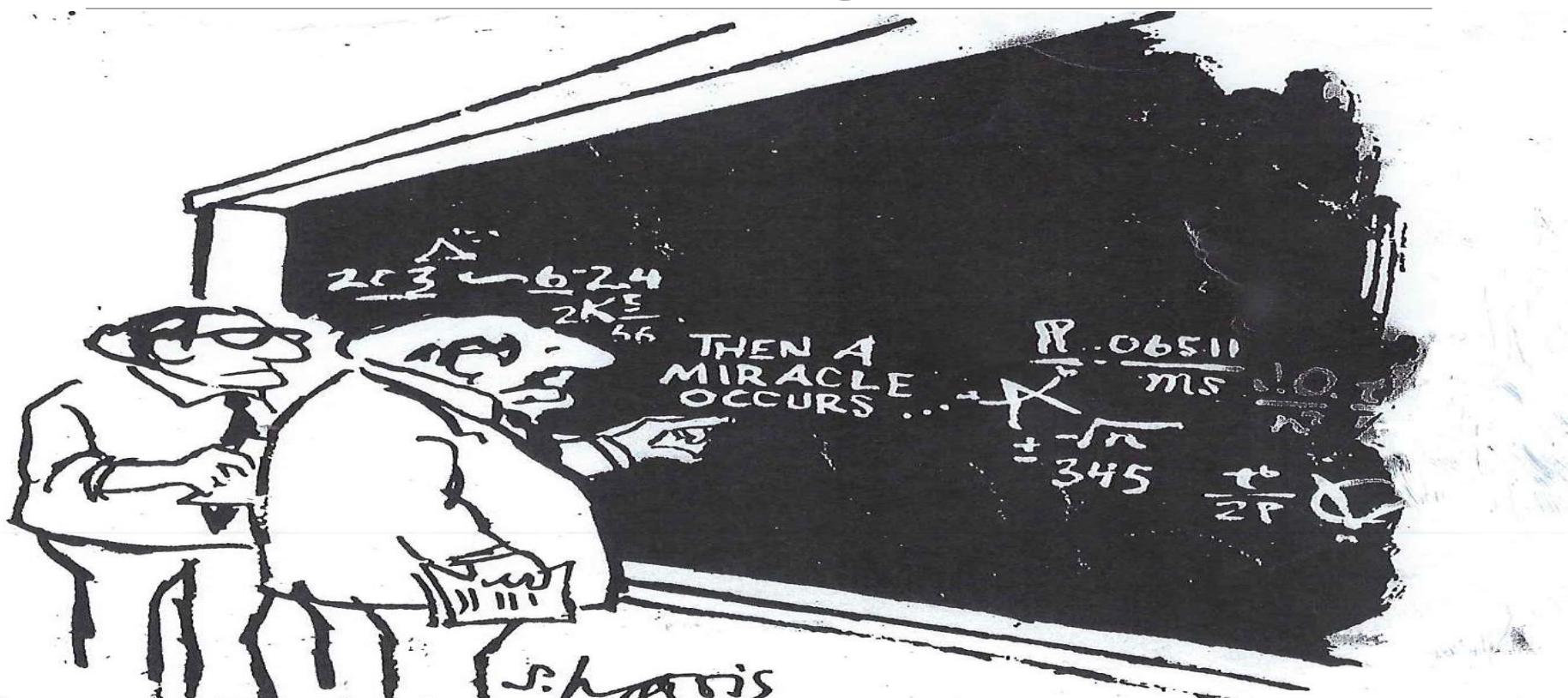


Do we have an electronic data based system for customer information and data collection?

Do we have strategies and devices for communication with staff in the community?

Do we compensate staff for use for personal devices if they are required to use them?

5. Measurement, Results, Analysis and Data Management



"THINK YOU SHOULD BE
MORE EXPLICIT HERE IN STEP TWO."

5. Data-based Decision Making

- Project progress in all areas
- Collect data
- Manage knowledge
- Add technology
- Create Efficiencies
- Document
- Move Forward



Transformation Plan Development

- Collect data in each area
- Prioritize areas to be addressed
- ID team members & establish meeting rules
- Identify issues, planning steps & timelines
- consider technology & create Efficiencies
- Document meetings
- Move Forward

Learship: Core Values

Activity	Responsible	Timeframe	Resources	Comments
1.) Develop the planning team	CEO/COO/CFO HR/Prog Managers	May 1	Reg schedule senior meeting	
2.) review mission, vision, core values	Management team	May 15	Reg. Schedule team meeting	
3.) Schedule focus groups to explore core values. - Divide into groups	Prog Managers, staff, Participants, families, board members	June 15	Consultants Small conf room	
4.) Large group meeting, consolidate value statements	Invite previous participants	July 15	Large conf room	

Group Discussion 1

How will you prepare the team for the Transformation planning process?



Group Discussion 2

What information & research should be gathered to inform your strategic planning team?



Group Discussion 3

Describe the process for strategic planning that worked or could work well within your organization.



Group Discussion 4

What challenges might slow down your efforts to move toward an Employment First focus in your organization and how will you plan for these challenges?

Group Discussion 5

How will you assess the effectiveness of each of the areas your strategic plan?

