

Finance & Social Services

Lessons learned while attending The National Leadership Consortium on Developmental Disabilities

Presented by:
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Introduction

- About me
- About my role with Community Living North Bay
- National Leadership Consortium on Developmental Disabilities



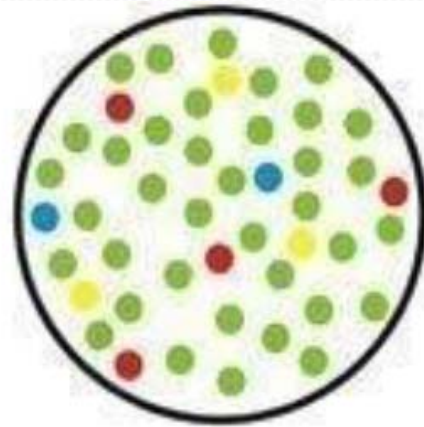
My goals while attending course

- Learn about person centered thinking
- Work on leadership skills and bring back information on how to become better leaders
- Network with others in the field

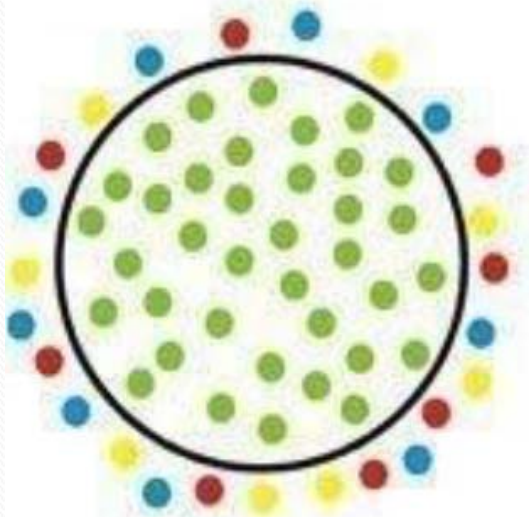


History of developmental services

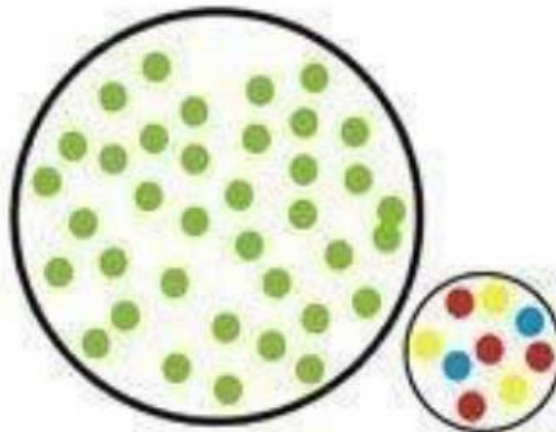
- Institutions
- Segregated programs (large group homes, sheltered workshops)
- Shift in Power
 - For people to have lives that they choose and to be supported in ways that facilitate their preferences, people must have control over the distribution of resources
- Supports Model
 - For people to have lives that they choose and to be supported in ways that facilitate their preferences, WE need to understand the WHAT and HOW of supports



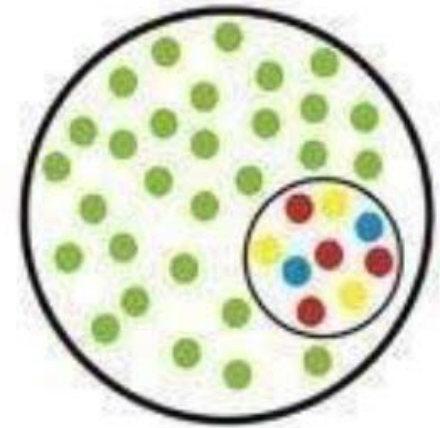
Inclusion



Exclusion



Segregation



Integration



Transformation in progress

- System is changing – Focus is shifting from agencies and support services to focusing on people's preferences
- Business model:
 - What can we offer that will appeal to our customers

Our Transformation Vision




To support adults with a developmental disability to live as independently as possible in the community and to support their full inclusion in all aspects of society.



*Presentation by Karen Chan,
Assistant Deputy Minister MCSS*




Transition to Future State

Current		Future
Complex and inconsistent infrastructure; difficulty in navigating the DS system		Streamlined, sustainable services Focus on quality, fairness
Increasing individual/family demands for enhanced inclusion		Flexible, accessible services among agencies
Growing service expectations, including tailored support		Available person-directed services

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*Presentation by Karen Chan,
Assistant Deputy Minister MCSS*



What's going on outside

- Many agencies are closing group homes and in-centre day programs
- Shifting to supporting individuals in homes that they own (leased apartments, homes)
 - Focus is not on living independently – goal is self-governance and control over the big things in life with support from us



What's going on outside (cont'd)

- Supporting individuals in the community
 - Finding employment
 - Volunteering
 - Making a significant contribution to the community
- Focus groups geared towards how to improve services and supports
 - Groups consisted of more front line staff and individuals supported including family members



My to-do list

- Is our organization already doing this? Why do I not know the answer?
- Focus on including corporate departments to be on board with organization's mission, vision, values.
- Be on board with the Ministry's transformation vision – not focus on the issues, but rather focus on solutions while focusing on goal: Supporting Individuals



Next steps

- Determine how each Corporate Services department fits in to organization's mission statement
- Encourage co-workers to dream big – how can we participate in Ministry's transformation vision?
 - Include ALL staff in discussions



Key Messages learned

If you are not serving the customer, you had better be serving someone who is!

Front line staff's primary job is to build relationships with people we support and help people we support build relationships with the community

Management's role is to let the front line staff support the people and ensure they have access to tools and resources to do their job well.



Summary of lessons learned

- Finance and Corporate Services should not operate in silos – all work should be connected to mission & vision
- Stay connected to the big picture – keep teams involved
- Keep building relationships with all levels of the organization – “how can we help”?



Summary of lessons learned

“No matter how many mistakes you make or how slow your progress, you are still way ahead of everyone who isn’t trying”



List of presenters during the week

- Annette Downey
- Steve Eidelman
- Jim Gardner
- Diane Richler
- Lynne Seagle
- Laura Watson
- Nancy Weiss
- Elizabeth Vasquez
- Karen Chan
- Corey Dalglish
- Nancy Wallace-Gero



Questions/Comments?