

Are you ready for REAL Change?

Community Living Essex County is embarking on a comprehensive strategic planning process, called **REAL Change**. REAL Change is a robust undertaking to transform the agency's business model to offer modern, relevant supports within a sustainable and innovative infrastructure. REAL Change has the potential to be a demonstration project for other service providers within Ontario's Developmental Service sector.

What does REAL stand for anyway?

- R – Redesigning our business model
- E – Engaging people and their families
- A – Actively designing innovative supports
- L – Leading the modernization movement

The organization is in the process of selecting a consultant to help lead the agency in the development of a strategic plan to review its business practices and services, for adults, youth and children who have an intellectual disability and their families. The purpose is to develop tools, resources and strategies to revitalize, modernize and build capacity resulting in an expanded provision of excellent supports and services. In addition to modernizing the agency's service delivery model, REAL Change will lead the agency in establishing a Centre for Innovation and

Quality Supports – a means to share resources and expertise with others in the province.

The REAL Change Steering Committee, which includes senior management, a support worker, a Board Member, a person receiving supports, and a parent, is leading the REAL Change process along with appropriate sub-committees. A Communication Team will share regular updates with everyone throughout the REAL Change process and will call for participation and input from people receiving supports and services, employees, families, community partners, volunteers and members. Everyone will be encouraged to get involved in the REAL Change process – send your comments via email to: REALChange@communitylivingessex.org, follow us on social media, and watch for regular updates on our website at communitylivingessex.org.

REAL Change is Community Living Essex County's proactive response to the MCSS Transformation of Services for people with a disability, in order to position the agency as the service provider of choice in Essex County. We want to ensure people with disabilities and their families understand flexible support options and how to maximize resources to meet their needs. As always, there is a commitment to support people in achieving their goals and dreams and to realize their value as full citizens in their community. Let's get started!

Consultant Selected for REAL Change

Community Living Essex County is embarking on a comprehensive planning process called REAL Change. REAL Change is a robust undertaking to transform the agency's business and service delivery models in order to offer modern, relevant supports within a sustainable and innovative infrastructure. REAL Change has the potential to be a demonstration project for other service providers within Ontario's Developmental Service Sector.

REAL Change...what does REAL stand for?

- Redesigning our business model
- Engaging people and their families
- Actively designing innovative supports
- Leading the modernization movement

The organization is moving forward with this exciting and important process to:

- Guide the development of renewed plans and the transformation of the agency's service delivery models and business strategies
- Establish a Centre for Innovation and Quality Supports

We are very pleased to announce that People Minded Business (PMB), an Ontario based consulting firm, has been selected to

help guide the organization through the REAL Change process. A request for proposals for the consulting work was advertised online and received thousands of views. We were very pleased with the quality of the consulting firms that showed an interest in working with us and took the time to submit a proposal.

People Minded Business (PMB), the successful consulting firm, is led by **Janeen Halliwell and Jennifer Keilty-Friesen**. They bring a great deal of experience working with government, public and private organizations. Not only have they worked with many social service and developmental service organizations, but they will bring a modern, creative and innovative perspective due to their extensive work in many sectors. Introductory meetings and initial planning have begun and an ambitious work plan of activities has been scheduled for the next year. We are quite excited to work together with PMB and will be calling for participation and input from people we support, families, employees, community partners and members as we continue on a journey to provide the highest quality of supports to people with



Janeen Halliwell



Jennifer Keilty-Friesen

a disability and their families.

Watch for REAL Change updates in coming issues of our newsletter, on our social media channels and at www.communitylivingsex.org

If you are interested in sharing your ideas or would like more information please email REALChange@communitylivingsex.org

Input Gathered From All in Early Stages of REAL Change



group interviews

- 4 focus groups (1 with people using services, 2 with family, 1 with community partners)

- A review of 161 employee e-surveys

- 2 interviews with funders

- 2 Creative Problem Solving – Opportunities Identification Sessions

- A Literature Review of recent documents related to community services.

Based on this thorough review and input from key stakeholders, People Minded Business identified the agency's strengths and opportunities, as well as trends in the developmental services sector provincially, nationally and internationally. Emerging for families and people supported as the top priorities of the REAL Change initiative are: flexible and affordable respite options, opportunities for meaningful days and lifelong learning for people purchasing supports and services, innovative residential options and services, increased family supports and transportation.

Strategic Planning and REAL Change

The agency recognized that its strategic goals and priorities must incorporate those of REAL Change. Accordingly, when the Board of Directors and their guests undertook a strategic planning process in January, 2016 – as they do every five years – the group developed and confirmed goals and priorities that align with REAL Change. The

proposed strategic direction, which will guide the organization from 2016 to 2019 will go to the Board of Directors table for approval in February, 2016.

What's next for REAL Change?

The agency, with help from People Minded Business, is developing some pilot projects to begin working toward achieving the objectives of REAL Change. Working groups will be composed of various stakeholders and experts in order to accomplish these innovative, forward-thinking goals that will allow us to offer the most responsive, flexible supports and services to people with an intellectual disability in Essex County. To follow the work of our REAL Change journey, look for the launch of our REAL Change Blog, coming soon!

in this issue...

■ Director's Message	pg. 2
■ New Day Update	pg. 2
■ Art Creations Inspire Entrepreneur	pg. 2
■ Membership Makes a Difference	pg. 2
■ Family Forum	pg. 3
■ Rising from the Ashes	pg. 3
■ Heroes Athletic Club	pg. 3
■ InMemoriam	pg. 4
■ Robert Pillon Memorial Dinner	pg. 4
■ 2015 Giving Tuesday	pg. 4
■ First Choice Employment	pg. 4
■ Upcoming Events	pg. 4

The agency's REAL Change initiative is well underway. A comprehensive planning process to transform the agency's business and service delivery models in order to offer, modern, relevant, affordable supports within an innovative infrastructure has created a buzz of excitement within and around the organization.

Stage One of the planning process, completed in December, 2015, has involved extensive information gathering by People Minded Business consultants Janeen Halliwell and Jennifer Keitly-Friesen, with the active participation of key stakeholders – families, people receiving supports and services, employees, and community partners. To collect the information, People Minded Business completed:

- 3 tours of homes where supports are provided

- 9 meetings with: the REAL Change Steering Committee, Board of Directors, New Day Leaders, First Choice Employment, Middle Management Team, Ensemble, and groups of managers regarding Respite Services, Transitional Aged Youth Services, & Transportation.

- 21 individual interviews with employees at all levels and several

Next Phase of REAL Change Underway

Community Living Essex County's **REAL Change** initiative, a transformation strategy to design and offer modern, flexible, and affordable support options to families, is progressing very well with five pilot projects currently underway. We listened to what people receiving services and families in Essex County told us about the types of services most important to them and the elements of support options, such as ease of access and affordability that must be present for our organization to continue to be a leader providing relevant and responsive supports to people with intellectual disabilities. As such, the following pilot projects are being developed with participation from a variety of stakeholders including families, people receiving services, direct support professionals, experts and community leaders from the public and private sector, and management:

Forward Focus Marketing: To establish contemporary communication and marketing strategies that reach all audiences, including potential customers and partners, to raise awareness of the Agency's services and to sup-

port sustainable revenue generation goals.

Leamington Hub: To foster greater collaboration across multiple organizations, in order to improve response to families and people looking for supports and services, through shared space and improved access to clear and meaningful information.

My Support Link: To be an innovative online networking site for families to easily connect with one another, to share resources, and to access affordable and flexible supports, living options within the community, transportation and qualified support workers.

Select-a-Break: To develop and provide 'Right Fit Respite Options' that are affordable, flexible and reflect sensitivity to individual and family needs.

The Right Support in MY Home: To develop a full range of community residential support options which provide the right level of support to promote independence, self-determination, community involvement and contribution for adults with intellectual disabilities. In offering a full menu of individualized community housing and support options,

"The Right Support in MY Home" aims to increase community capacity and develop equitable and sustainable support responses for people/families waiting for services.

A key element of **REAL Change** is innovation, and we are pleased to report that we recently received funding from the Ministry of Community and Social Services' Innovative Housing initiative for a project called Smart Support – Technology Enabled Services. The key element of this pilot project is to use various technologies including devices like tablets, smartphones and laptops, along with customized software and applications to enable a person with an intellectual disability to live more independently. This extraordinary opportunity will make Community Living Essex County the first agency in the province of Ontario to embark on a project of this scale focused on a technology-enabled approach to supporting people.

To learn more about REAL Change pilot projects, we invite you to join us on **Wednesday, July 20th** from 12-4pm at **Lakeside Park & Pavilion in Kingsville** for a free, fun for the whole family REAL Change BBQ event. Representatives from each pilot project working group will be available to answer questions, we'll have some good food

and great activities for the kids and you'll have the opportunity to enter a raffle to win some fantastic prizes.

We look forward to providing you more information as these exciting projects progress. Follow our social channels for weekly REAL Change video updates: www.youtube.com/user/clessexcounty, www.facebook.com/clessexcounty, www.instagram.com/clessexcounty, twitter.com/clessexcounty.



in this issue...

- **Director's Message** pg. 2
- **New Day Update** pg. 2
- **Volunteers Recognized** pg. 2
- **Speakers Bureau Recognized as Innovative** pg. 2
- **Career Compass** pg. 2
- **Family Forum** pg. 3
- **In Memoriams** pg. 4
- **Par For The Course** pg. 4
- **Upcoming Events** pg. 4

Innovative REAL Change Initiative Sparks More Opportunities for Independence for People

REAL Change continues to create some real buzz and excitement, particularly around the pilot projects underway that are creating more opportunities for people we support and their families.

The Right Support in MY Home & Smart Support

Working to develop a full range of community residential support options which provide the right level of support to promote independence, self-determination, community involvement, and contribution for adults with intellectual disabilities, The Right Support in MY Home pilot group is also exploring technology-enabled services, a complement to traditional support models which is receiving a great deal of attention due to the endless possibilities and affordability. The Developmental Services Housing Task Force, through an Innovative Housing Call for Proposals, approved our project called Smart Support – Technology Enabled Services for funding over the next two years. This project, aimed to implement right-fit technologies including tablets, smart watches, virtual personal assistants, schedule reminders, and various apps and other forms of technology in order to complement existing supports

will give people with intellectual disabilities opportunities for greater independence using devices and customizable technology.



My Support Link

Through focus group sessions held early on in the REAL Change process, families identified their desire to be able to access self-serve options to purchase supports and services online, connect with other families, and to find qualified support workers. The My Support Link working group explored a variety of options to meet these needs including the development of a new web portal. Along the way, the group connected with Community Living Toronto who had received funding through the Ministry of Community and Social Services Modernization fund to develop

My Community Hub, an online registration and payment tool for families listing available programs and support offerings from a number of service providers in the Greater Toronto Area. The working group is in discussions with My Community Hub about partnering to bring this online service to Essex County.

Select-A-Break

Working to develop and provide 'Right Fit Respite Options' that are affordable, flexible and reflect sensitivity to individual and family needs, this pilot group which includes family representatives has piloted some new respite offerings during the daytime hours in Amherstburg and Essex and is now exploring: additional locations for out-of-home short breaks including Tecumseh and Kingsville; overnight adult respite options on weekends; and host family respite options where a qualified person or family would open their home to someone for a short stay. Watch for many of these new offerings available for registration in spring 2017.

For more information about REAL Change and to keep up to date with the progress of our pilot projects please visit www.communitylivingsex.org/realchange or email REALChange@communitylivingsex.org