



JAYNOLAN
community services

Our Vision.....

Every person living
a quality life:
Empowered. Included.
Embraced.

*Pausing to reflect
about our Supported
Living Services....*



- What's going well...
- What are we proud of.....
- What positive themes are we seeing in people lives...?

*Pausing to reflect about our
Supported Living Services....*

What's not going well as well as we'd like...

- What would we like to be different.....
- What themes are we seeing in what we'd like to change...?

Themes we see in what's working....

- **Better roommate matching**
 - Better matches in personalities
 - People spending time together
 - Feels like roommate's home too
 - People are sharing lives not just staffing a home



Themes we see in what's working....

- (San Jose) Able to be more selective in hiring due to economy....
 - Applicants more motivated
 - We're waiting for right person
 - Less turnover

Themes we see in what's working....



- **People's homes look like them**
 - "Homey" feel to them
 - Homes are personalized



**Themes we
see in what's
working....**

- ***People are living their lives like other people....***
 - When you walk in their homes, they're doing what other people do
 - They look comfortable in their homes
 - They know they belong there
 - Their homes look like other people's homes

Themes we see in what's working....

- *People are having longer term relationships with support people...*
 - There is less turnover of key support people
 - People are staying in someone's life even if they leave their position
 - Comes from good matching and support for relationship building



**Themes we
see in
what's
working....**

- ***People are a part of their neighborhoods and communities...***
 - Working, going to school, volunteering
 - Need to keep focusing on this in circles
 - Need to include specific plans to continue to expand valued social roles and community connections

People are a part of their neighborhoods and communities...



Themes we see in what's working....

- *People have better care from and relationships with their doctors...*
 - We're getting better at advocating for good care
 - We're doing a better job of documenting health issues (San Jose)
 - We're helping them change doctors
 - We're using regional center to help us get better health resources

Themes we see in what's working....

- ***Community Support Supervisors are working hard and showing commitment to quality lives.***
 - They need to be supported and appreciated for the difficult job they do
 - Team members are working together and supporting each other; working more with other departments in the agency
 - Team members are sharing their strengths with each other

Themes we see in what's working....

- *(San Jose) We're seeing better staff morale....*
 - We're striving to recognize staff contributions
 - Our quarterly staff meetings give opportunity for training and team building
 - We're working on maintaining good communication
 - We try to be flexible and accommodate staff's needs where it doesn't compromise quality of life for the individual they support

Themes we see in what's working....

- *(San Jose) We have an excellent relationship with our regional center*
 - We're a trusted and recommended vendor
 - We've worked hard to establish a real partnership with our regional center
 - We've worked on maintaining good communication with them

Themes we see in what's working....



- ***(San Jose) Circle meetings are truly circle meetings and not staff meetings***
 - We're using technology (email, texting, etc.) to handle staffing issues
 - More time to work on the "good stuff" like quality of life
 - Less staff issues to deal with; less turnover

Themes we see in what's working....

- *(San Jose) Our management team is in a good place right now*
 - We're supporting each other and there for each other
 - We've worked on good communication
 - We're meeting together regularly

What we'd like to be different...

- *We wish people had more relationships other than staff and family. We need to....*
 - Raise low expectations some circles have
 - Share success stories
 - Provide training and support for staff
 - Help circles focus on valued social roles
 - Challenge what some people are doing; raise the bar higher
 - Recognize the efforts of the staff who are making a difference in this area

What we'd like to be different...

- *We wish people were doing their own things and having their own schedules not just going along with staff's preferences and choices. We need to....*
 - Help circles increase awareness of this issue
 - Challenge circles to think differently about how activities are selected and scheduled
 - Provide training and support for staff
 - Keep better track of what is happening in people's lives
 - Recognize the efforts of the staff who are making a difference in this area



**What we'd
like
to be
different...**

- ***We wish more people were employed in real jobs with adequate wages. We need to ...***
 - Provide more training and support on how to help people get and keep jobs
 - Have an agency plan for employment support
 - Support an agency wide shift in culture toward the idea that work is what adults do.
 - Help individuals, families and staff see benefits of working and solve problems that keep them from working
 - Assure supports are in place around managing benefits while working

What we'd like to be different...

■ *We're worried about circles where the family controls a lot of the person's life and we're not clear what will happen when they're gone.*

- We need help to figure out a way to approach this with families, maybe from the Board
- We need to make this a part of the person's plan to assure smooth transition
- We need to enlist the regional center in helping with this
- Perhaps we could bring in an outside person to do a training on planning for when you're gone

What we'd like to be different...

- *We're worried about the amount of stress and tension our CSS's are under.*
 - They often are the ones who have to deliver bad news and difficult decisions
 - They don't get the respect and recognition they deserve
 - We need to recognize their contributions and support them in their roles
 - We need to think about how information is passed down to circles and help with this

What we'd like to be different...

- *We wish we could come back more fully to our vision and values and be less caught up in politics and bureaucratic complications. We need to...*
 - Be able to spend more time on person centered issues
 - Find ways to support each other within the agency
 - Pay more attention to morale issues
 - Create more opportunities for people to talk about their work and solve problems together
 - Do more circle building for the agency's senior management staff; focus on creating a supportive environment to work in
 - Position the agency for the future, not letting ourselves get bogged down in current crises

What we'd like to be different...

- *(San Jose) We wish we could find a way to feel more a part of the larger organization.*
 - Get help with training
 - Get help with fiscal issues
 - We need to continue to focus on good communication between the two offices.

What we'd like to be different...

- *(San Jose) We wish we had the financial resources to attract better staff.*
 - We look for ways to motivate staff in other ways
 - We work to help staff maximize their income– spreading out IHSS losses, giving priority to current staff in doing extra hours
 - We're working statewide to advocate for better funding.



What we'd like to be different...

- *(San Jose) We need to recommit to concentrated efforts to assist people to improve their quality of life. We need to..*
 - Re-energize the quality indicators approach
 - Use more visual ways to tell the story of people's quality of life (scrap books or posters with pictures of good stuff happening)
 - Find more ways to recognize staff's efforts to improve quality of life for the people they support.

What we'd like to be different...

- *(San Jose) We need to find better ways to help individuals advocate for themselves and for changes in the system.*
 - Continue to address self-advocacy with each individual
 - Support individuals and their families to get involved in systems' issues that affect their services
 - Provide training and information to people on larger issues



**We are committed to
living our Vision.....**

.....in every interaction
with every person.