

Leaders/Coaches Agreement on Outcome Statements

Key elements: Vision, Skill, Incentive, Resources, Action Plan

1. For the People We Support

Outcome: People have personally meaningful connections, based on skills, talents, gifts, and interests.

Key element: Skills and resources

Action Step	Person Responsible	Date
Learn about the individual by using person centered thinking tools.	Coach	9/1/15
With the person create a one page profile	Coach	10/01/15
Create one meaningful personal connections based on gifts, talents and interests	Coach, person and circle of support	02/01/16
Evaluate this process	Full Coaches Team	Ongoing at regularly scheduled meetings
Identify barriers and develop workarounds	Full Coaches Team Person People he/she identifies that they want to be involved in implementing the plan.	Ongoing

2. For Employees

Outcome: Mains'l employees understand person centered practices.

Key element: Skills

Action Step	Person Responsible	Date
All employees trained in Providing Person Centered Services online. *each coach will do a reminder at their cluster meeting.	Barb(Sr. Managers & Managers)	12/31/15
Employees in leadership and administrative roles trained in Person Centered Thinking 2 day training.	Barb & Allison	10/13/15 *all but 4 people
Assign a coach/leader as a mentor to employees who have completed PCT 2 day Training. <ul style="list-style-type: none"> Assess how to do this as more people are trained. 	PCO Coaches and Leaders	Ongoing

Identify at least 2 PCT tools with partners that you want to use.	PCO Coaches and Leaders	08/31/15
Practice using the PCT tools identified.	Coaches, Leaders and Partners assigned	11/30/15
Follow up with Clusters to have discussion on practice of PCT from the retreat.	Lorna	2/29/16
Assess what is working and not working in your efforts to use PCT tools.	Coaches and Leaders and Partners assigned	12/9/15
Reflect on your learning using learning log and 4+1 questions	Coaches and Leaders	12/9/15

3. For the Organization

Outcome: At Mains'l, Person Centered Thinking drives all our organization actions and business practices.

Key Element: Vision, Resources

Action Statement #1: Retool onboarding process to incorporate person centered thinking

Action Statement #2: Retool referral and intake process (including 45-day, semi -annual, and annual) by 2/1/2016

Action Statement #3: Communicate PCT initiative to existing stakeholders (employees, those supported, families, guardians, case managers) by 12/31/15 or sooner.

Action Statement #1: Retool onboarding process to incorporate person centered thinking		
Lead: Catherine, HR team, Terri, Barb, Ashley		
Action Step	Person Responsible	Date
Modify template for Matching Profiles/One Page Profiles in place of or in combo with the requisition form.	Generalists	1/31/16
Map process of getting applicant to interview. Find out what the hiring manager wants. What is important to. Have a conversation.	HR Team	1/31/16
Update interview questions online. Continue to analyze if we are asking the right questions.	Laura	12/31/15
Incorporate one page profile into the first day meeting with supervisor.	Ashley and Catherine	1/31/16
Determine if empowerment cards should be given at hire or HR policies and procedures.	Generalists	12/31/15

Ensure consistency of when it is given.		
Follow up with the manager group from the retreat on their looking into the new hire paperwork	Anne & Ashley	12/31/15
Identify the best way to “ra ra” people to the agency. Add the playbook video to the welcome aboard course.	Stacy	1/31/16
Update policies and procedures to be person centered	Policy Team	ongoing

Action Statement #2: Retool referral and intake process (including 45-day, semi -annual, and annual) by 2/1/2016
Lead: **Anne Silcher**, Tracy Hinkemeyer, Brittany Sliger, Allison Bohlke, Jennie Stamm, Angela Lester

<u>Action Step:</u>	<u>Person Responsible</u>	<u>Realistic Completion Date</u>
1. New Welcome cards Ready for use	Tracy	10/1/15
2. New welcome Cards made by 7 th St. (similar to purchased cards); Take back to CA and create our own based on template	Anne	3/1/16
3. Meet and Greet – Questionnaire	Brittany, Anne	10/1/15
4. Welcome letter	Tracy	12/1/15
5. Internal Documentation Consents, Paperwork	See Spreadsheet	12/28/15 for review; final 7/1/16
6. Policy and procedures	See spreadsheet	12/28/15 for review; final 7/1/16
7. Communicate all changes to appropriate stakeholders	Barb, Tracy, Anne	7/1/16 (schedule when all complete)

Action Statement #3: Communicate PCT initiative to existing stakeholders (employees, those supported, families, guardians, case managers) by 12/31/15 or sooner.

Lead: **Jamie Markey**, Tracy Hinkemeyer, Lorna Misoi

<u>Action Step:</u>	<u>Person Responsible</u>	<u>Realistic Completion Date</u>
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<u>Action Step:</u>	<u>Person Responsible</u>	<u>Realistic Completion Date</u>
Retreat	Coaches and Leaders, Rick	October 12-13
Inform/update stakeholders at all IDT meetings	Managers	October 31, 2015 or before
1. Update 45/annual	Lorna	August 1, 2015

meeting checklists 2. Communicate change to managers/senior managers	Intake/Referral Team	February 1, 2016 Tabled until all had PCT training and procedures were completed
Use Portal to inform employees of PCT information/progress		
1. From the Bridge	Exec., SLT	Now, ongoing
2. PCT Post-It Set Up	Tracy, Randy, Jamie, Lorna	Now, ongoing
3. PCT Design Phase II	Lorna, Catherine, Troy	
PCT Resource Link	Lorna, Troy	September 30, 2015
Success Board	Jamie, Troy, Dawn, Tracy	December 8, 2015, ongoing
4. We're Doing It updates		March 2016, July 2016, Nov. 2016
5. Success Stories for portal	See assignment list	Every two weeks
Use website to inform stakeholders	Tracy, Jamie	Ongoing
1. Develop pages for web	Tracy, Anne, Jamie, Dawn	December 8, 2015
2. Send letter informing of web information	See Sat. surveys below	
Newsletter (e-news, mail)	Tracy, Jamie	
1. Develop newsletter and include success stories; mail, e-mail, post on web site, portal	Tracy, Jamie, others	1 st publish date: June 2016
2. Name newsletter		
3. Identify and assign stories		
Craft informational letter (overview, web, survey becomes baseline for next year)and send with Satisfaction Surveys	Jamie, Anne, Tracy, Lorna (Measure Group will compile data)	January 6, 2015 (mail date)
All Aboard Life event (geographically scheduled) Review MN and CA events for direction	Brittany, others	Revisit in June 2016

Measurement of Success/Progress: All stakeholders will have received at least three communications on Mains'ls involvement in Person Centered Thinking, using at least three different modes of communication, by 2/28/2016

Website

Customized Support Options

Satisfaction Survey Cover letter

IDT meetings

Portal

Updated: 5/18/16