

"Building Innovative Service Models" Team

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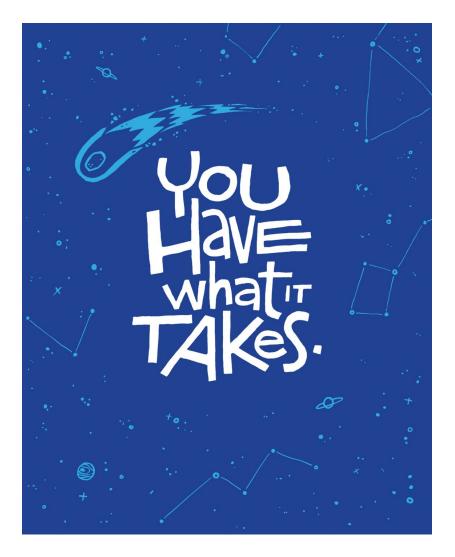
Danyetta Najoli - Senior Community Builder

Megan Selnick- Board Member (Development Committee Chair)

Brendan Hosty - Board President

Will Goering - Board Member (Governance Committee Chair)

Chrissy Phibbs- Board Member (Governance Committee)



- 1993 Starfire established by a group of families who had children with developmental disabilities
- ➤1993-2016 -Offered congregate outings and congregate day program
- ➤2016- Closed day programs, rented building and shifted service delivery model to 1:1 person centered fully integrated support in the community

Starfire

Purpose:

Heighten the collective imagination for what's positive and possible in our community

Our Niche:

Empowering people with developmental disabilities and their families to be at the center of a connected community



Starfire's Core Values

| Voice | Be a voice that challenges the status quo of the culture that excludes people with developmental disabilities |
|------------|---------------------------------------------------------------------------------------------------------------|
| Understand | Understand what people and families are up against |
| Dignity | Approach the work with 360 degrees of dignity |
| Create | Take creative action: do, make, and co-create solutions that reinforce our values. |

Where we are...



• Starfire provides a unique niche service:

Community Connectors - One person, one project at a time



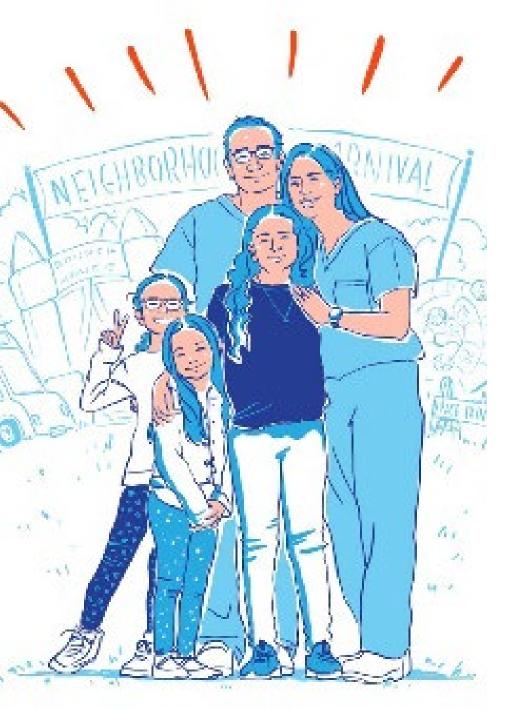
Need for Building Innovative Service

- Community Connectors program is not sustainable
- Community Connectors program staff and number served has decreased, as sustainability is in question
- Jobs work had been in question previously, ended in August 2020 during pandemic
- Funders outside of Medicaid questioning the scale of connector work
- Difficult for Community Building Staff face to face service delivery during Covid
- Transition to a new Executive Director March 2021



Process

- Completed assessment that addressed areas to consider.
- Surveyed all Staff.
- Board Self Evaluation.
- Succession Plan to assist with onboarding a new Executive Director.
- Follow up on Strategic Plan.



Time to Reflect

Ideas for future innovation:

- Facilitation of PATH and Individual Service Designs
- Transition services and supports for students leaving High-School
- Hybrid of Community Connecting work with family/work projects
- Researching funders beyond the DD service system
- Potential for Community Connector support to be time limited
- Find balance of cost to Community Connector and value to the agency
- Investing in staff learning to support to deepen skills and understanding
- Partnerships with Colleges and Universities
- Competitive Integrated Employment and Self-Employment

Focus for 2021

- Investment in Staff
- Hybrid of Community Connecting work with family/work projects
- Ways to answer scale for funders:
 - Potential for Community Connector support to be time limited
 - Explore "maintenance" phase of connector work
- Find balance of cost to Community Connector and value to the agency





Investment in Staff Learning

- Continued emphasis on Social Role Valorization, Asset Based Community Development, 5 valued experiences, and Design Thinking
- "The Ask: Invitation to Engagement" presented by Massachusetts Dept of Developmental Services Learning
 - Working to understand connector role of Inviter
 - On-going effort and study of citizen advocacy
- "Using SRV to Enhance Neighborhood Belonging" by Jo Massarelli and Mary Keefe
 - Using principals of SRV with neighbors in designing ways to connect
- Content conversation and refreshers bi-weekly for staff starting in July
- Toronto Summer Institute July 2021
- Effort to encourage families to attend trainings as partners in the work
- More opportunities for training on-going in future, to strengthen staff in connector work and as facilitators in Starfire's Learning Network

Hybrid of Community Connecting and Family Projects

- 4 staff co-mentoring family projects in 2021
- Ability to mentor a project next year and expand number of people served at the agency
- 1 staff exploring citizen-based project that could be used as a phase out option to connecting work
- Could role of mentor expand to support citizens or staff at other organizations?

Question of Scale

- Exploring a deliverables approach to Community Connecting
 - Benchmarks of each phase (onboarding, exploration, collaborate, maintain)
 - Addition of citizen supported or family projects
 with elements of Citizen Advocacy
 - · A phasing out of time spent with individual
 - Use of technology for maintenance phase, checkin's
 - · Increase to the number of people served annually
- Focus on agency values in alignment with staff's work and efforts
- Include efforts with community in the scope and scale of work





Balance of Cost

- Addition to MyPlans to receive "on behalf of" HPC
 - Support staff efforts in neighborhoods
 - Citizen interviews and asks
 - Potential reimbursement of \$20,000 annually
 - In progress July 2021
- What are powerful stories of community worth? In terms of Medicaid reimbursement, and to outside funders?

Strategic Plan

- Planned for the fall of 2021
- New administrative team in place and involved
- Innovative Services Grant learning to inform the process:
 - Prototype success/failures
 - Opportunities to diversify: transition services and supports, competitive integrated employment services with a focus on discovery phase,
 - Use of technology to enhance and improve services



| Edit and Finalize | May-June 2021: Edit and Finalize Business Plan |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Submit | June 2021: Submit Business Plan to DODD |
| Wrap up | June-Dec 2021: Wrap up current Connectors Program Prototypes. |
| Strategize | October 2021 Strategic Plan Process |
| Integrate | January 2022: Integrate learnings from 2021 Prototypes, set personalized timelines/goals for each staff/partner pair. Adjustments to staff time roles and focus based on the strategic plan results |
| Implement | January 2022 – December 2022: Implement Projects for first nine partnerships, recruit new partners for next 9, as well as objectives from strategic plan |
| Evaluate | December 2022: Evaluate Year 1 outcomes |
| Integrate | January 2023: Integrate learnings from 2022, set personalized timelines/goals for each new staff/partner pair |
| Implement | January 2023 – December 2023: Implement Projects for next nine partnerships, recruit new partners for next 9 |