DSP Remedy
Portfolio Discussion

June 15, 2023

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Overview

- **Individual Planning and Support Coordination**
- **Closing Institutions**
- **Community-Based Supports and Services**
- **Multidisciplinary and Clinical Supports**
- **Individualized Funding**
- **System Capacity**
- **CCM Planning, Design, and Implementation**

Portfolio/Project Management Framework
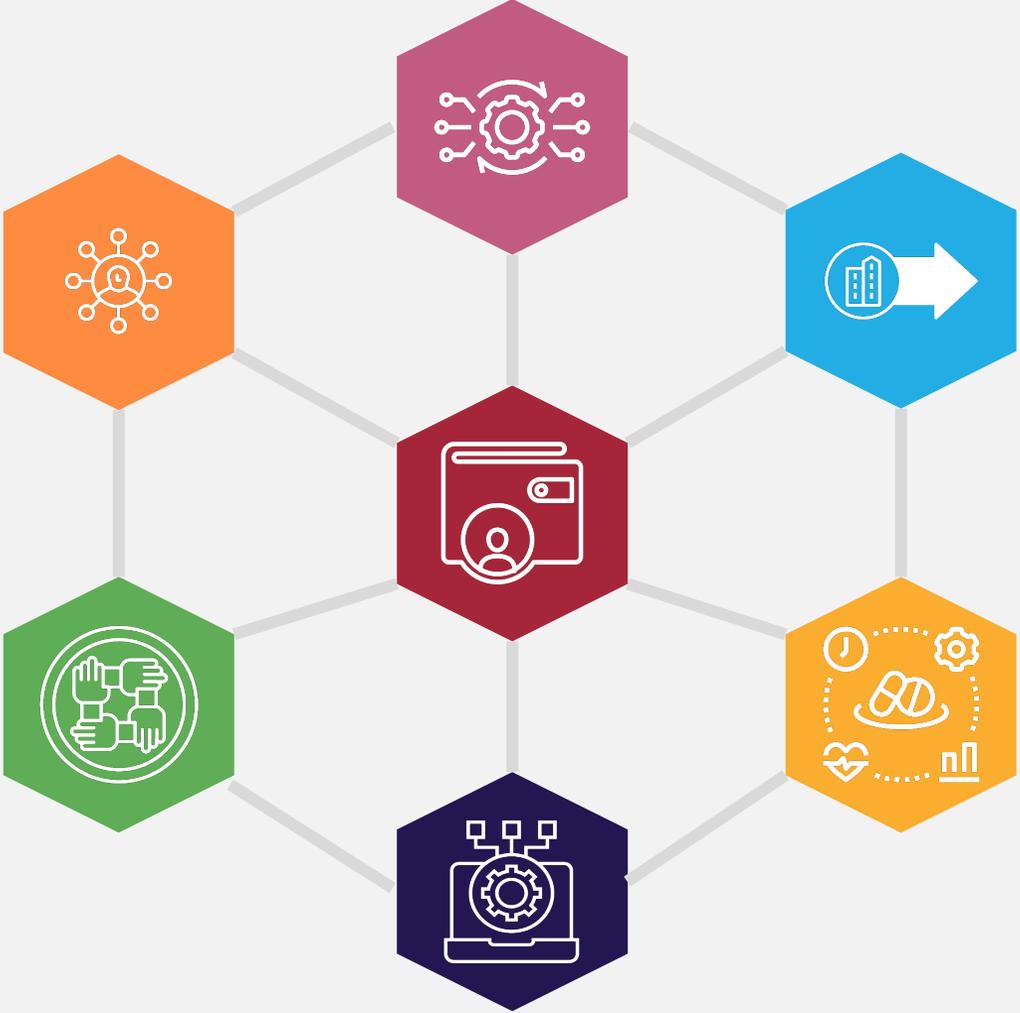
Remedy-Wide Change Management and Communications

Portfolio model

A centralized approach to managing a collection of projects, programs, and other initiatives associated with the Remedy.

Risk Management

Governance and principles alignment

Reporting

Portfolio/Project Management Framework

Resourcing

Strategic Decision-Making

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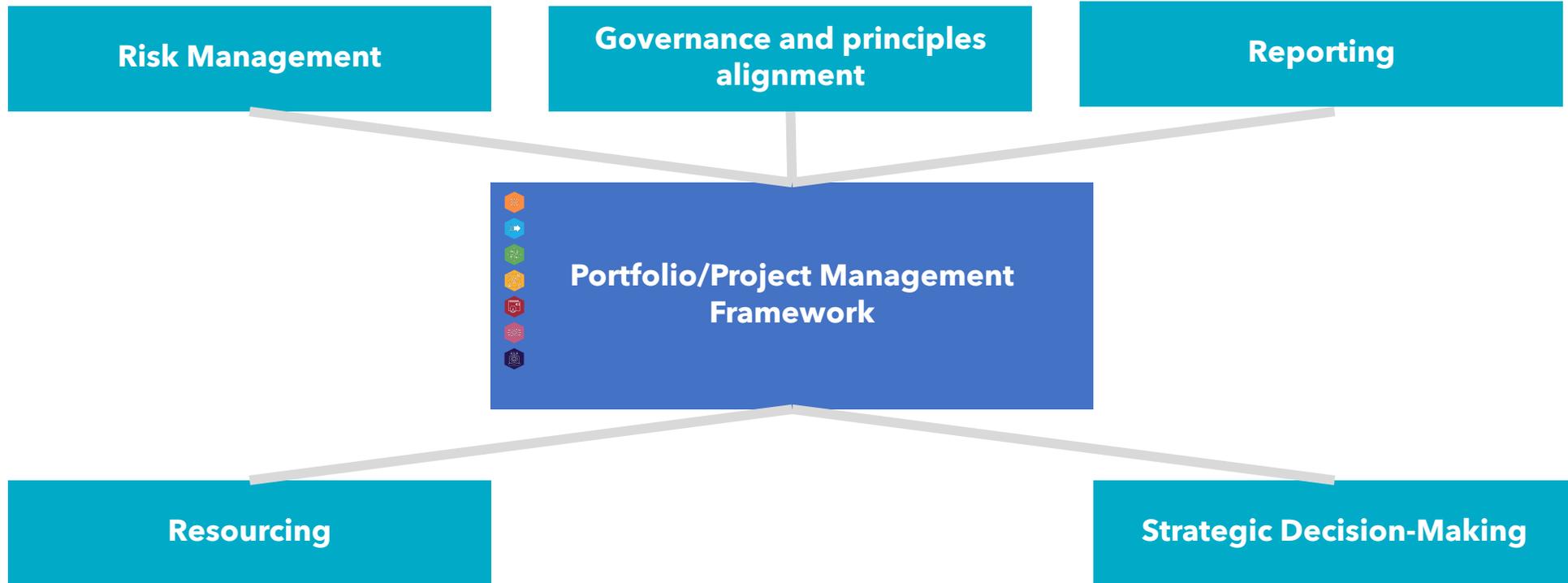
Why a portfolio model?

To more efficiently **manage and report** on our work

To enable **role clarity, support resourcing** and aid communication channels across teams

To support biannual **reporting and tracking** against Remedy targets, commitments and agreement

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Characteristics of a portfolio model

1. **Governance**
   - Each portfolio will have multiple projects or workstreams
   - Reporting to DCS Exec, Advisory Committee and Government Roundtable
   - Each portfolio may have – DSP Director, Specialist, Program Coordinator, EPDU PD or PM, Davis Pier Lead, Davis Pier Team, HR Expert, First Voice Rep(s)

2. **Components of Portfolio and Project Management approach**
   - Project Charter for each portfolio by mid-June to support discussion at DSP offsite
   - DSP Remedy portfolio dashboard to track portfolio/project health and enable efficient status reporting
   - Weekly DP/EPDU meetings to report across portfolios (length?)
   - Twice weekly DSP Leadership meetings
   - Portfolio and project specific teams to meet based on their needs and working preferences (ad hoc and scheduled)
   - Program Coordinators can take lead on updating their colleagues at DSP on status
   - Other Suggestions? – consistency across portfolios in how project leads are communicating with PMs and Program Leads

3. **Change and Comms. – how do formalize our comms. approach – turnaround times, tracking, etc.**
   1. Portfolio-wide change and comms. planning and tracking
   2. TBD how we will work with Marketing/PR SME and CNS

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Remedy-Wide Change Management and Communications

A centrally designed and overseen program for all internal/external project-specific comms. and change management efforts across portfolios, using common processes, tools and templates, with frequent tracking and reporting.

Objectives

- Consistent change and communications practices across portfolios and project teams

- Cohesive experience for internal and external stakeholders

- Enable DSP Program Leads to be the CM voice of their projects

- Enable application of best practice by those without a change and comms. background

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Remedy-Wide CM And Comms.

Approach

- Assess – apply common change assessment tool to each portfolio to identify stakeholders, impacts, barriers, resistance and mitigations

- Build – develop key messages, change champions, methods, content development and approval processes, SharePoint tool, templates, calendar views, tracking of outbound comms., etc. across portfolios

- Operate – embed into individual project plans, led by project teams, oversight by CM Lead, leadership reporting, periodic readjustment

Next Steps

- Build out approach for further feedback and review by EPDU and DSP Leadership

- Determine how to integrate CNS and External Marketing/PR SME

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Individual Planning and Support Coordination

A new system of individualized planning and support coordination to drive more person directed and local community-based supports and services.

Current Projects	New Projects – Starting This Fiscal
• CY – Intense Family Support Planning (rolling into IPSC design)	• **Regional Hub staffing plan** - Outlining when, where and how to add above roles including pace of transition from CCs, Supervisor requirements (inputs from facility closure stream), admin support, Managers/Hub Leads • **Design and Implementation of EFAC, IPSC and LAC roles** – Design of functions, tools and templates, including how they support children and implementation support including change/comms, hiring/recruitment, training development and delivery, support model • **Peer Supported Planning Service** – Design, contract and implement service

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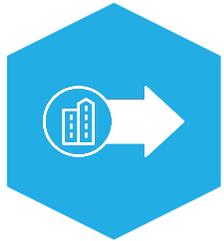
Closing Institutions

Closing institutions (ARC RRC, RCF, Groups homes, Developmental Residence) within the next 5 years.

Current Projects	New Projects – Starting This Fiscal
• Harbourside Closure • Ongoing Home Development • Transition Study	• **Implement Admissions Policy** - No new admissions policy (including GHs/DRs) • **Design of Regional Closure Team** - Functions, tools and templates for Regional Closure Lead, Community Capacity Developer • **RCF Downsizing** – More placement options to RCF residents or additional engagements within the Remedy context • **Closure Strategy Playbook** – Approach for facility closure (could include initial conversations at 3 institutions), prioritization mechanism and develop playbook and oversight mechanism (including reporting mechanisms) to support 4 Closure Teams to implement • **Harbourside Closure** • **Remaining New Home Development** • **Harbourside Transition Study**

Community-Based Supports and Services

A broader system of community-based supports and services to prioritize a home and life in the local community.

Current Projects	New Projects – Starting This Fiscal
- My Days (ending soon) - Shared Services Placements and Design - CY – Agency Delivered Respite Design, Build and Implement - CY Residential Stream – standards, policy, converting 9 homes - CIRP and Adult Home Standards - ILS Expansion Project – (DSP Led)	**New Program and Support Design and Implementation**: Design of program/policy, standards and implementation support for: - Home Share - ILS+ - Flex - Shared Services - Innovations Program - CY ADR **CY Residential Stream** – Standards, policy, converting 9 homes **Emergency Response Teams** - Design, build and implement emergency response mechanism, combo of staff and contracts **Safeguard Framework** – Design approach for building safeguards into program design for programs that may not include a Licensing function

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Multidisciplinary and Clinical Supports

Province wide clinical and multidisciplinary support program with regional hubs to support local options.

| Current Projects	New Projects – Starting This Fiscal
• N/A	• **Design and implementation of Clinical Director role** – Including job description and recruitment • **Multi-Disciplinary Teams Design, Build and Implementation** – Including determining needs of outreach teams, options/risks for repurposing current resources and approach for other 2 Hubs, supporting implementation of changes in Y1 (BAC and CCOGs), preparing for adding capacity in Y2, including children and youth • **Mental Health and Clinical Supports Strategy** - Begin analysis (current state, future DSP support needs, gaps that need to be addressed) of Mental Health and other clinical support needs with DHW, MH&A, SLTC (nursing) and IWK to determine delivery model and implementation strategy for Y2, including Primary Care and how to use current clinical roles funded for DSP providers

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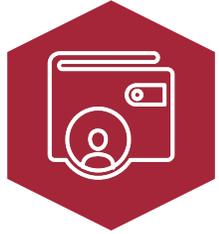
Individualized Funding

Individualized funding as the basis of the transformed system with "backbone" support functions.

Current Projects	New Projects – Starting This Fiscal
• N/A	• **Individualized Funding Policy** – Design, build and implement policy, including funding coverage, income treatment, funding bands, exceptions, My Days/Day programming, alignment with SLTC, etc. • **IF Support Services** – Design, contract and implement additional services to compliment IF funding options - Coaches, Worker Recruitment. • **IF Backbone** – Work with SLTC to analyze options for delivery of IF backbone service (3rd party budget administration) and digital participant-facing IF management solution. Support implementation of selected option.
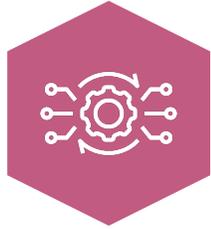
System Capacity

A strengthened Disability System to enable transformation to a human rights approach.

Current Projects

- Eligibility Changes (including DFSC IQ)

- Africentric Engagements and Report

New Projects – Startng This Fiscal

- **Develop Workforce Strategy and Plan** –Workforce needs modelling, career pathways, professionalization, competencies, training and recruitment
- **DSP Sector-Wide Training Approach and Programs** - Designing training program to support and/or implement all Remedy training (internal, external, cultural, PD)., including repurposing material from existing resources
- **Service Provider Funds and Supports** – Sector stabilization, Service Development Transition Fund, Service Provider Innovation Fund
- **Cultural and Philosophical Change** – Current state assessment, strategy for cultural change, inputs into training, annual conference, and Regional Advisory Committees
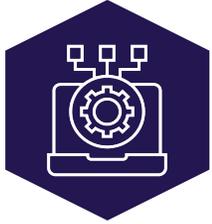
CCM Planning, Design, and Implementation

New tools and revamped resources.

Current Projects	New Projects
• Assessment and SGF Implementation	• **DSP Digital Roadmap** – Analysis of digital needs stemming from Remedy portfolio and plan to use ICM, CCM and other tools to support evolving business needs • **Design, Build, and Implement Assessment and SGF implementation** • **Future Implementations** – Planning tools to support EFAC, LAC and IPSC, IF Supports – budget calculation, development and management tools, participant-facing IF solution

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How will we get there?

Perfection is not realistic, especially when attempting something as new and complex like the Remedy transformation. We are looking for progress, learning, and growth.

- Focus on continuous improvement and learning from each experience. Embrace challenges and view them as opportunities for growth.

- Adopt a growth mindset. Our abilities will further be developed over time with effort and learning.

- Do your best and strive for excellence, rather than seeking perfection.

- Work with others. Working together allows for leveraging diverse perspectives, pooling knowledge, and collectively learning from mistakes to find innovative solutions.

- Share your lessons learned and best practices with others.

- Advocate for the necessary resources, tools, and training to enhance your skills and knowledge.

- Leverage project supports and leadership for guidance, mentorship, and coaching.

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Thank you!

This work will take dedication, resilience, and commitment to continuous improvement. Thanks for being part of this journey!