



**Spectrum Society**  
FOR COMMUNITY LIVING

“Claiming Full Citizenship” Conference Presentation  
October 15-17, 2015  
Vancouver, B.C.

[www.spectrumcommunity.org](http://www.spectrumcommunity.org)

# Spectrum Society's Journey of Agency Transformation in Support of Personalized Options

Learning objectives:

- Hear the story of one agency's journey from traditional to personalized services
- Hear examples of partnership agreements defined between the service provider, individuals and their networks

# Spectrum Society for Community Living

- Started in 1987
- 130 people served
  - From institutions
  - From other services / agencies
  - Youth in transition to adult services

- Woodlands downsizing projects 1988-1993

- Assisted 23 people to move into homes in Vancouver
- One or two people per home
- Community based day support (no centre)



- Limitations of agency-operated homes
  - Funding tied to the resource, not the person
  - Difficult to unbundle the funding if one person wants to move
  - Pressure to fill “vacancies”
  - Dual role of the agency as landlord and service provider can lead to conflicts
  - Competing demands from multiple external agents (licensing, funders, BC Housing)
  - Responsibility for property maintenance and upkeep



*Linda's home*

- No day program centre
  - Community-based
  - Discovery
    - Exploration, trial & error
    - Identify personal interests, strengths, gifts
    - “life tasting”
  - Generic rather than specialized options
    - Recreation, employment, activities of daily living
    - “abundant community”
  - Local presence
    - Neighbourhoods
    - Walking, public transit
    - “same place, same time”







- One person at a time
  - Individualized budgets
    - IF / host agency agreements
    - Unbundling group contracts
  - Right relationship
    - Partnership with the person / family
    - Recruitment of staff and caregivers
  - Natural authority
    - Supported decision making
    - Representation agreements

- Agency Transformation
  - Strategic Planning
    - 2010-2013: “Commitment to Partnership”
    - 2014-2017: “Commitment to Relational Leadership”
  - Small Projects
    - Personal Support Networks Demonstration Project (2006)
    - Better Networks Project (2010)
  - Service design
    - Leadership development
    - Supports Facilitators, Kaleidoscope

# Service Plans

- Agreement between Spectrum and Individual and their Network
- Describes how responsibilities for supports are shared
- Developed before services start
- Reviewed Annually

# Service Plans – What's Included

- Who controls and maintains housing
- How are staff selected, trained, evaluated
- Who assists with personal funds
- Who assists with medical professionals and appointments
- Who is involved in managing the budget

# What's Next

- More training:
  - Shared responsibility – not jumping in to things that are not our responsibility, but supporting individual and family if issues are not being addressed
  - Listening to the Person, Supporting the Plan
- How to further devolve services – protect from Spectrum intrusion



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