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Clubhouse: Unlimited Solutions Clubhouse

Dates of Training: Sept. 12-23, 2016

Group Number: 112

Colleagues Names: David Woodard, David Hamilton, Casey Harris

Clubhouse Address: 30 Summer Street Bangor, ME 04401

Training Team: Peter Estrader, et all

**MEMBERSHIP**

**GOAL**

To increase our Average Daily Attendance to 50

**CURRENT SITUATION**

Our current ADA is 42.

**RATIONALE**

We recently renovated to greatly increase our space. We’ve added a cafe, multiple conference rooms, a wellness center, reception area, and upgraded our kitchen to allow for increased memberships and opportunities. We want to maximize and utilize the increased space.

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| Action Steps | Implementation Date |
| * We will revise our outreach system   + We will train members side by side to do outreach in each unit.   + We will record outreach efforts and outcomes after each call.   + We will add home visits to our outreach efforts whenever appropriate. | December, 2016 |
| * We will increase/develop our community outreach efforts.   + Each unit will contact one business/provider each month to establish relationships that may lead to partnerships/referrals.   + We will present our CH story side by side with one or more members to one business/provider each month. | May, 2017 |
| * We will revise and update our marketing materials. | May, 2017 |
| * We will enhance our tour and orientation processes.   + We will create an orientation video and/or PowerPoint presentation.   + We will utilize a simple interest and experience survey for new members.   + We will match new members in the unit that best matches the person’s interests, skills, and strengths.   + We will match new members with a Plan Coordinator in the appropriate unit according to the survey. | May, 2017 |

June 1, 2017

Targeted completion date for GOAL:

This goal is based on the following Standards:

2, 3, 4, and 7

**RELATIONSHIPS**

**GOAL**

To enhance relationships through increased side by side work.

**CURRENT SITUATION**

Clerical processes, paperwork, and other staff responsibilities often overshadow meaningful engagement and relationship building through side by side work to the detriment of our members.

**RATIONALE**

Relationships are a cornerstone of Clubhouse and lead to member progress and growth.

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| Action Steps | Implementation Date |
| * We will develop and conduct a simple survey to capture members’ current perspective on relationships with CH staff and other members. | October, 2016 |
| * We will engage in a series of discussions on the philosophy that indicates the necessity of relationships at Clubhouse. | December, 2016 |
| * We will redesign the Work Ordered Day board in the StreetSide Unit to encourage teams/small groups in side by side work. | January, 2017 |
| * We will make side by side work a priority through deliberate and meaningful engagement with members. | April, 2017 |
| * Staff will be present and engaged in side by side work with members. | April, 2017 |
| * We will conduct the survey again after six months of focused work on relationship building and increased side by side work. | April, 2017 |

April, 2017

Targeted completion date for GOAL:

9, 10, 15

This goal is based on the following Standards

**WORK ORDERED DAY**

**GOAL**

To have a full and engaging Work Ordered Day that includes significantly more side by side work by all colleagues.

**CURRENT SITUATION**

We have limited opportunities for side by side work for our members for a variety of reasons.

**RATIONALE**

Relationships are at the center of helping members develop confidence, purpose, meaning, and belonging at Clubhouse. Relationships are the work of Clubhouse and are best achieved in side by side work.

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| Action Steps | Implementation Date |
| * We will include meaningful weekly discussions on Clubhouse philosophy and the spirit of the standards. | December, 2016 |
| * We will integrate more Wellness work into the StreetSide Unit to enhance members’ opportunities for side by side work. | March, 2017 |
| * We will reorganize the space in the StreetSide Unit to increase functionality, inclusiveness, and functionality that better mirrors our philosophy. | March, 2017 |
| * We will enhance the Orientation Process to help new members better understand the philosophy and foundations of Clubhouse. (See Membership Action Step 4) | May, 2017 |
| * Investigate adding another unit when membership grows and we have enough to support. (What tasks would it include, staffing?) | September 2017 |

May, 2017

Targeted completion date for GOAL:

15, 17, 18, 19, 20

This goal is based on the following Standards:

**EMPLOYMENT**

**GOAL**

To increase employment opportunities for our members.

**CURRENT SITUATION**

We have 9 TEs and 11 SEs. We do not currently visit TE sites weekly.

**RATIONALE**

Employment opportunities provide members with increased confidence, self-esteem, a sense of belonging, income, and many other benefits toward independence and recovery.

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| Action Steps | Implementation Date |
| * We will create a plan to restructure our time to allow staff to participate in employment placement responsibilities. | December, 2016 |
| * We will develop and host a career fair at CH for employers in our area. | April, 2017 |
| * We will develop an action plan to present our story and partnership opportunities to potential employers in the community; this will include updated marketing materials. (See Membership Action Step 3 and 4) | May, 2017 |

May, 2017

Targeted completion date for GOAL:

21, 22, 23

This goal is based on the following Standards:

**EDUCATION**

**GOAL**

We will increase educational opportunities and supports for our members.

**CURRENT SITUATION**

We have a number of members interested in education though we don’t have organized and clear support them in those endeavors.

**RATIONALE**

Members who engage in educational programs with needed supports are afforded increased mobility, self-confidence, efficacy, knowledge, and purpose.

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| Action Steps | Implementation Date |
| * We will develop an educational support system for members to include a tutor pool, regular and meaningful visits to colleges in our area, and ongoing supports for members attending educational programming. | January, 2017 |
| * We will develop and host an educational opportunities fair at CH for educational programs and institutions in our area. | April, 2017 |
| * We will restructure time and space for all colleagues to be more engaged in educational work at Clubhouse. | June, 2017 |
| * We will administer the Sydney Baer Grant [$50,000] in the form of micro-scholarships for members wanting to attend program not otherwise covered by more traditional financial aide. | June, 2017 |
| * Continue to support staff in CEU needs for certifications, etc and track for licensure. | Ongoing |

June, 2017

Targeted completion date for GOAL:

25

This goal is based on the following Standards:

**FUNCTIONS OF THE HOUSE**

**GOAL**

Improve opportunities in the Clubhouse to enhance the member’s experience. This will be measured by increased Satisfaction and Quality of Life.

**CURRENT SITUATION**

We are meeting the Standards of this section, however would like to enhance our offerings to members so they have more opportunities

**RATIONALE**

Members should have opportunities through the Clubhouse to improve their lives.

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| Action Steps | Implementation Date |
| Track number of people and type of Socials for each one. | October, 2016 |
| Trial using QOLS Membership Survey with a sub group of INSHAPE membership and then add to entire membership if found useful.  Revise Satisfaction Survey and complete at minimum annually. | February 2017 |
| Incorporate an annual Clubhouse Celebration into our Social Events. | October 2017 |
| Increase training opportunities to include:  Public Transportation Training and Skill Building  Financial/ Budget Training  Advocacy  Changing mindsets re: Employment | December 2017 |
| Explore transitional housing unit for Clubhouse members. (Explore 2017 to look @ 2018 or 2019) | December 2017 |
| Continue with InSHAPE until October 2017 and Wellness programs ongoing to support members’ goals around wellness. | Ongoing |
| Schedule 2 outreach meetings with landlords per month. | Ongoing |

Q4 2017

Targeted completion date for GOAL:

This goal is based on the following Standards:

26, 28, 29, 31

**FUNDING, GOVERNANCE & ADMINISTRATION**

**GOAL**

To have an advisory board that is well suited to fit the growing needs of the Clubhouse.

**CURRENT SITUATION**

Board is vested in the growth of Clubhouse, however lacking in expertise around housing and business development. Our legislative representative is up for re-election November of 2016.

**RATIONALE**

We want our advisory board to be well-suited to have expertise in all the areas we do at Clubhouse.

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| Action Steps | Implementation Date |
| Recruit a housing expert to our Advisory Board (landlord or works in housing). | December 2016 |
| Recruit 2 more business minded people to our Advisory Board. | December 2016 |
| After election in November 2016, determine whether we need more or different legislative representative on our board. | March 2017 |

Q1 2017

Targeted completion date for GOAL:

This goal is based on the following Standards:

32, 33, 34, 35, 36

**DESCRIBE THE CLUBHOUSE’S PLAN TO PRESENT THIS ACTION PLAN TO THE CLUBHOUSE COMMUNITY UPON RETURNING FROM TRAINING**

Our colleague team will present the action plan to the Clubhouse membership during our house meeting on September 26th; we will obtain consensus in each goal area, modify as needed, and determine reasonable implementation dates. We will regularly review the action plan in our weekly house meetings. We will also present the action plan at our next available advisory board meeting.