

## 2011-13 Strategic Objective #2

### **Families and Self-Advocates are Engaged**

Individuals with disabilities and their families are actively involved, giving input to PRACL and the input is used to make decisions.

#### Goal #1

There is a sense of ownership by members, self advocates, families, staff and community

- Work with identified families to plan the first meeting for a family advocacy group and develop technology to support the advocacy group.

#### Measurement

1. Family advocacy group meets by June 30, 2011
2. Terms of Reference are developed by August 31, 2011
3. Necessary supports are determined and in place by Oct. 31, 2011
4. Space created for meeting announcements and other information including meeting Minutes are posted on public website.
5. Track attendance at staff and volunteer appreciation dinner

#### Who to do

Corinne Hunter,  
Program Director  
To support group  
Executive Director  
to develop  
technology to  
support the group.

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### **Families and Self-Advocates are Engaged**

Individuals with disabilities and their families are actively involved, giving input to PRACL and the input is used to make decisions.

Goal #2  
Input is used to inform decisions

- Input is gathered through the following processes and used to inform decisions.
- 1. Program Family Council meetings
- 2. Satisfaction surveys
- 3. Complaint and compliments process
- 4. Formal Complaints
- 5. Family & Self advocates Advisory groups
- 6. Program Standards & Quality Assurance Committee
- 7. Create a tracking system for complaints and compliments.

### Measurement

1. 90% of users of services express a high level of satisfaction.
2. The no. of formal complaints per year are less than 20.
3. Annual Performance Report incorporates complaints, compliments and suggestions from families and self-advocates.
4. Minutes of PSQA cttee show consideration of input processes and evaluation of performance report.

### Who to do

Program Directors