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Alley Mountain Regional Center  
Board of Directors Training  
August 24, 2022

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◦ Strategic  
Focus  
Areas July  
2021 –  
June 2024:

- 1. Training**
- 2. Consumer Health (Physical & Mental)**
- 3. Consumer Empowerment (& Support)**
- 4. Outreach, Connections & Engagement**
- 5. Organizational Culture**

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# Training

*Through training and education VMRC will provide consumers and families, staff, and providers with the knowledge they need.*

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# Training: The Goals

*Through training, VMRC ensures:*

- Consumers/families have information to achieve the best possible experiences in the community,*
- Providers are empowered to deliver optimal services, and*
- Staff have the skills and knowledge to work most effectively and efficiently.*

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# Training: The Strategies

*Through training, VMRC ensures:*

- 1. VMRC will create trainings for all stakeholders that meet the different platform needs, offering trainings through a number of different platforms depending on which platform(s) are most effective and accessible for the topic and audience, platforms may include in person, Zoom or other virtual medium, Quillo, video, EAP, Paylocity, Tik-Tok, or other.*
- 2. VMRC will work to ensure all materials are culturally relevant and linguistically appropriate and available.*
- 3. VMRC will support the Consumer Health Focus by creating and offering trainings in Preventative Health for consumers, families, service providers, and direct care workers.*
- 4. VMRC will support the Consumer Health Focus by creating and offering trainings for Service Coordinators in tracking COVID-19 information, designing and offering trainings in Preventative Health, Autism Spectrum, and Legal Decision-Making Avenues.*
- 5. VMRC will support the Consumers are Supported and Empowered focus area by creating and offering trainings in Life Trajectory, Strength-based Decision Making, Advocating, Community Building, Inclusion, Employment, and the Your Rights in Your Own Home for consumers, families, service providers, service coordinators, and direct care workers.*
- 6. VMRC will work to cultivate and foster a culture of belonging, diversity and inclusion including a number of trainings developed and offered to Staff.*
- 7. VMRC will work to support and build an award-winning staff by identifying training and development needs and providing training for development of the workforce.*

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# Consumer Health

Through training and education VMRC will provide consumers and families, staff, and providers with the knowledge they need.

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# Consumer Health: Goal

*VMRC proactively supports  
and empowers consumers  
to be healthy - physically,  
emotionally and mentally.*



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# Consumer Health: Strategies

1. *VMRC will support Consumers/Families and Providers with COVID information and supports (Testing, Personal Protection Equipment (PPE) distribution, vaccine information, webinars, and info session).*
2. *VMRC will promote awareness of Consumer health (physical and emotional factors), VMRC will engage in increased education and training campaign.*
3. *VMRC will promote optimal Consumer health by promoting preventative health strategies: diet/lifestyle eating, exercise, health screenings, vaccines, health disparities and equity.*
4. *VMRC will promote Consumer/Family Mental Health and Wellbeing, VMRC will proactively address issues of isolation, depression and emotional issues, as well as stress and anxiety.*
5. *VMRC will support Consumers through identifying and addressing potential behavioral concerns, such as Autism Spectrum related behaviors and addiction, and related legal issues.*
6. *VMRC will help optimally support children and families in our community, VMRC will monitor Child Find data and utilize data to help identify and target communities where children who are potentially at risk of developing a delay are not entering the regional center through Intake/Early Start.*



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Consumers  
Feel  
Empowered (&  
Supported)

*Individuals feel fully informed of life's possibilities through empowerment and are supported by a strong circle of support to pursue their dreams.*

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Consumers  
Feel  
Empowered (&  
Supported):  
Goal

*Individuals are empowered  
and supported in all aspects  
of life to define, lead and  
succeed in their own lives.*

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# Consumers Feel Empowered (& Supported): Strategies

1. *VMRC will empower consumers to define and pursue life on their own terms. VMRC will promote and engage consumers (and families) in envisioning and planning Life Trajectory.*
2. *2. VMRC will support individual consumer empowerment. VMRC will promote strength-based decision making and supported decision making.*
3. *3. VMRC will improve Service Coordinators' ability to support Consumers/Families, VMRC will work to help lower Service Coordinator caseloads.*
4. *4. VMRC will continue building and developing community support for Consumers/Families.*
5. *5. VMRC will support individual engagement and ownership of their own lives, VMRC will work to ensure Consumers have a home.*
6. *6. VMRC will support the unique characteristics, culture, ethnicity, language, and sexual and gender identification of each Consumer/Family, VMRC will seek to develop and deepen diverse and culturally competent services both provided and purchased by the regional center.*

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# Outreach, Connection, & Engagement

*Consumers/families, staff, and providers engage in clear, meaningful exchanges of information to facilitate strong relationships and shared understanding in order to achieve high quality, person-centered service.*

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# Outreach, Connection, & Engagement: Goals

***Consumers/families, providers, staff, and community stakeholders are valued, heard, and engaged in conversations that:***

- *Value people's ideas and concerns,*
- *Are knowledgeable and informative, and*
- *Are accessible, person-centered, and plain language exchanges.*

***These exchanges ensure:***

- *A common understanding of policies,*
- *Timely, clear information about events, webinars, and other opportunities that enhance their lives, and that*
- *Help people connect to each other and the regional center.*



# Outreach, Connection, & Engagement: Strategies

1. *VMRC will work to improve the effectiveness, consistency, clarity of reach of communications to and from consumers and families. VMRC will continue to evolve technologically and utilized multiple platforms, while ensuring communications use plain language, are consistent and timely. VMRC will be sensitive to the differences in communication styles by language and culture and seek to utilize all mediums of communication so as to be inclusive.*
2. *VMRC will work to improve the effectiveness, consistency, clarity of reach of communications to and from staff. VMRC will continue to evolve technologically and utilized multiple platforms, while ensuring communications is concise, consistent and timely and that staff have access to the information they need.*
3. *VMRC will work to improve the effectiveness, consistency, clarity of reach of communications to and from service providers. VMRC will continue to evolve technologically and utilized multiple platforms, while ensuring communications use plain language, are consistent and timely. VMRC will be sensitive to the differences in communication styles by language and culture and seek to utilize all mediums of communication so as to be inclusive.*
4. *VMRC will work to build community awareness and engagement.*