

The word "starfire" is written in a white, elegant serif font. A white shooting star with a long, curved tail and a bright starburst at its tip is positioned above the text, appearing to streak across the word. The background is a dark blue space filled with various celestial elements: several constellations are depicted with thin white lines connecting circular nodes of varying sizes; numerous small white dots of different sizes represent distant stars; and a few larger, solid blue circles of varying diameters are scattered throughout, representing planets or moons. In the bottom right corner, a small white ringed planet is visible.

starfire

“Building Innovative Service Models” Team

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Dave Bush - Executive Director

Bridget Vogt - Community Builder Team
Supervisor

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Builder

Megan Selnick- Board Member
(Development Committee Chair)

Brendan Hosty - Board President

Will Goering - Board Member
(Governance Committee Chair)

Chrissy Phibbs- Board Member
(Governance Committee)



- 1993 - Starfire established by a group of families who had children with developmental disabilities
- 1993-2016 -Offered congregate outings and congregate day program
- 2016- Closed day programs, rented building and shifted service delivery model to 1:1 person centered fully integrated support in the community

Starfire

Purpose:

Heighten the collective imagination for what's positive and possible in our community

Our Niche:

Empowering people with developmental disabilities and their families to be at the center of a connected community



Starfire's Core Values

Voice

Be a voice that challenges the status quo of the culture that excludes people with developmental disabilities

Understand

Understand what people and families are up against

Dignity

Approach the work with 360 degrees of dignity

Create

Take creative action: do, make, and co-create solutions that reinforce our values.

Where we are...



- Starfire provides a unique niche service:

Community Connectors - One person, one project at a time



Need for Building Innovative Service

- Community Connectors program is not sustainable
- Community Connectors program staff and number served has decreased, as sustainability is in question
- Jobs work had been in question previously, ended in August 2020 during pandemic
- Funders outside of Medicaid questioning the scale of connector work
- Difficult for Community Building Staff face to face service delivery during Covid
- Transition to a new Executive Director March 2021



Process

- Completed assessment that addressed areas to consider.
- Surveyed all Staff.
- Board Self Evaluation.
- Succession Plan to assist with onboarding a new Executive Director.
- Follow up on Strategic Plan.



Time to Reflect

Ideas for future innovation:

- Facilitation of PATH and Individual Service Designs
- Transition services and supports for students leaving High-School
- Hybrid of Community Connecting work with family/work projects
- Researching funders beyond the DD service system
- Potential for Community Connector support to be time limited
- Find balance of cost to Community Connector and value to the agency
- Investing in staff learning to support to deepen skills and understanding
- Partnerships with Colleges and Universities
- Competitive Integrated Employment and Self-Employment

Focus for 2021

- Investment in Staff
- Hybrid of Community Connecting work with family/work projects
- Ways to answer scale for funders:
 - Potential for Community Connector support to be time limited
 - Explore “maintenance” phase of connector work
- Find balance of cost to Community Connector and value to the agency





Investment in Staff Learning

- Continued emphasis on Social Role Valorization, Asset Based Community Development, 5 valued experiences, and Design Thinking
- “The Ask: Invitation to Engagement” presented by Massachusetts Dept of Developmental Services Learning
 - Working to understand connector role of Inviter
 - On-going effort and study of citizen advocacy
- “Using SRV to Enhance Neighborhood Belonging” by Jo Massarelli and Mary Keefe
 - Using principals of SRV with neighbors in designing ways to connect
- Content conversation and refreshers bi-weekly for staff starting in July
- Toronto Summer Institute July 2021
- Effort to encourage families to attend trainings as partners in the work
- More opportunities for training on-going in future, to strengthen staff in connector work and as facilitators in Starfire’s Learning Network

Hybrid of Community Connecting and Family Projects

- 4 staff co-mentoring family projects in 2021
- Ability to mentor a project next year and expand number of people served at the agency
- 1 staff exploring citizen-based project that could be used as a phase out option to connecting work
- Could role of mentor expand to support citizens or staff at other organizations?

Question of Scale

- Exploring a deliverables approach to Community Connecting
 - Benchmarks of each phase (onboarding, exploration, collaborate, maintain)
 - Addition of citizen supported or family projects with elements of Citizen Advocacy
 - A phasing out of time spent with individual
 - Use of technology for maintenance phase, check-in's
 - Increase to the number of people served annually
- Focus on agency values in alignment with staff's work and efforts
- Include efforts with community in the scope and scale of work





Balance of Cost

- Addition to MyPlans to receive “on behalf of” HPC
 - Support staff efforts in neighborhoods
 - Citizen interviews and asks
 - Potential reimbursement of \$20,000 annually
 - In progress July 2021
- What are powerful stories of community worth? In terms of Medicaid reimbursement, and to outside funders?

Strategic Plan

- Planned for the fall of 2021
- New administrative team in place and involved
- Innovative Services Grant learning to inform the process:
 - Prototype success/failures
 - Opportunities to diversify: transition services and supports, competitive integrated employment services with a focus on discovery phase,
 - Use of technology to enhance and improve services

Timeline

Edit and Finalize	May-June 2021: Edit and Finalize Business Plan
Submit	June 2021: Submit Business Plan to DODD
Wrap up	June-Dec 2021: Wrap up current Connectors Program Prototypes.
Strategize	October 2021 Strategic Plan Process
Integrate	January 2022: Integrate learnings from 2021 Prototypes, set personalized timelines/goals for each staff/partner pair. Adjustments to staff time roles and focus based on the strategic plan results
Implement	January 2022 – December 2022: Implement Projects for first nine partnerships, recruit new partners for next 9, as well as objectives from strategic plan
Evaluate	December 2022: Evaluate Year 1 outcomes
Integrate	January 2023: Integrate learnings from 2022, set personalized timelines/goals for each new staff/partner pair
Implement	January 2023 – December 2023: Implement Projects for next nine partnerships, recruit new partners for next 9