

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

Michael J Kendrick PhD

Kendrick Consulting Intl

www.kendrickconsulting.org

kendrickconsult@attglobal.net

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- ⦿ Individualization Of Supports And Lifestyle
- ⦿ Phasing Out Of Group/Fixed Models
- ⦿ Sustaining Individualized Lifestyles On An Ongoing Indefinite Basis
- ⦿ Adaptive Compliance With Funder Requirements
- ⦿ Maintaining Balanced Budgets On A Multi Year Basis

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- ▶ The Creation And Ongoing Operation Of Competent And Reliable Internal Administrative Systems
- ▶ Continue To Successfully Support People Who Are Considered “ Very Difficult To Serve”
- ▶ Establish Distinct Individualized Budgeting Arrangements For All People Supported Individually

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- Persist With Agency Transformation Throughout Quite Different Political, Economic And Bureaucratic Periods: Even Extremely Adverse Periods
- Develop The Capacity To Successfully Support A Wide Range Of People With Quite Differing Needs
- Manage On An Ongoing Basis The Task Of Locating And Retaining Sufficiently Good Quality Staff

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- ◉ Demonstrated That They Could Be The Only Agency In Their Jurisdiction That Was Pursuing Agency Transformation And Yet Survive Alongside Agencies That Were Committed to Conventional Services
- ◉ Demonstrated That They Could Be Quite Small In Comparison To Many Agencies And Yet Maintain High Quality Individual Supports and Lifestyles

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- ◉ Locate, Maintain And Renew Effective Leadership For Very Long Periods
- ◉ Continued To Respond Constructively To The Various Ongoing Setbacks, Crises, Reversals And Hardships In The Lives Of The People They Support
- ◉ Maintain Their Belief That Vision For People's Lives Is Much More Important Than Money As A Crucial Ingredient Of Quality And Performance

Key Challenges In Agency Transformation That Have Been Eventually Addressed Successfully By Agencies

- ◉ They Have Been Able To Repeatedly Fortify Themselves To Find The Will To Struggle Without Giving Up.
- ◉ Not Breaking Faith With The Principle And Practice Of “One Person At A Time”
- ◉ Recognizing And Living With The Reality That There Are No Guarantees From Others And That Leadership Means In The End One Must “Make One’s Breaks”