



Crystal Run Village, Inc.

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News

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Culture Shift

Crystal Run Village, Inc. has embarked on an initiative entitled *New Directions...New Lives*, a context for change that will nurture a new form of intelligence in staff performance and a commitment to explicit values in service that will assure lives of distinction for individuals receiving disability support services. The culture shift is a commitment to enhanced person-centeredness that will provide people with greater control of their own lives for their increased satisfaction and a more positive experience for all involved.

New Directions...New Lives evolves from the agency's reflective philosophy. The initiative, being rolled-out through a series of retreats, is inclusive of staff at all levels and offers opportunity for +-introspective and deliberated planning for advancing the Crystal Run Village, Inc. model of support services. According to Jim Lawler, executive director of Crystal Run Village, Inc., the resources provided by the agency are relationship-based. "The capacity of the interaction between the individual served and the direct support staff providing the assistance underpins our success", Lawler said. "For our services to be relevant, the people receiving support, families and the staff providing assistance are essential to the process of assessment, development and evaluation of the agency's focus."

Aside from the retreats, *New Directions...New Lives* is an objective of the agency's staff development department and will become a daily work plan, eventually connecting everyone to the strategy - initially through service recipients shifting from their traditional interactions with their direct support professional staff. The person-centered approach recognizes all members of the Crystal Run Village, Inc. community and the resource needs of employees are an integral component of the initiative.

The Crystal Run Village, Inc. cultural shift is being piloted by Bill Sammis, the agency's deputy executive director of administrative services. Sammis is responsible for the advancement of the *New Directions...New Lives* strategy and the structuring of resources to support the needs of the individuals served. "*New Directions...New Lives* is a fluid concept for change that will make it possible for our staff to assist people in more individualized ways," Sammis explained. "Following orientation of our direct support professional workforce on the challenges of the project, their input will allow us to develop an effective framework for the agency's evolving system of support. Our staff are knowledgeable, dedicated and energetic people," he said. "Their creativity and adaptability will allow us to meet the demands of the future."

To learn more about *New Directions...New Lives* contact Bill Sammis at bill.sammis@crvi.org or visit Bill's Blog on the Crystal Run Village, Inc. website at <http://crystalrunvillage.blogspot.com/>

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