

# EVE Strategic Plan 2014 – 2018

## Claiming Citizenship: Reclaiming Community



Service Social Choice

Community

Education Links Health Life  
Planning Quality  
Keyworker Citizenship

HUB Wellness VEC Wellbeing Support  
Integration

Recovery Inclusion  
Vocational Upskilling

Programmes Safety Opportunities

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### General Manager's Forward



This is the third Strategic Plan of EVE and our first since we became a department within the Health Service Executive (HSE) in December 2010. Building on a solid foundation that focussed on the development of cultures of partnership, recovery and wellness, this plan represents a unique opportunity in our history. We will now focus on creating dynamic partnerships within the HSE and our local communities to maximise opportunities for social inclusion and active citizenship as prioritised by the participants and staff of EVE.

As a community of services, EVE has worked together to develop a range of innovative programmes and supports to respond to the needs of the people who use our services. Our commitment to dialogue, consultation, active listening and action has inspired and informed the changes that have taken place over the latter ten years. Since 2004, we have supported both participants/members and staff through the evolutionary process that has been necessary to re-orient our services and challenged ourselves to honour the essence of the ideal that is the “person-centred service”. Over the last five years we have committed ourselves to the development of cultures of wellness. We achieved this through the development of hope-inspiring, recovery-oriented services and environments in the pursuit of wellbeing, in partnership with the HSE community mental health services, disability services and the wider community.

We recognised early in this journey that we needed to learn from each other and build a skill set that would allow us deliver quality services that met participant's/member's needs. This has involved designing and delivering capacity raising/skills building initiatives for both participants/members and staff with the support of colleagues in the advocacy services. The return on this investment has been tenfold... solid foundations are necessary to the creation of a sustainable change process and thankfully, we believe we are well advanced in this process.

Critically, the consultation process used in the development of this strategic plan might not have been possible if the principles of partnership had not already been established and the context of wellness and recovery embedded in our community. Now, people who use EVE services are unanimous that our next set of priorities must be social inclusion and active citizenship. Active participation in one's community is clearly a realistic goal for many and it is our role to ensure that we support participants/members and staff work together to realise this ambition. The pace of change is gathering momentum and it is our duty to ensure that participants/members are afforded every opportunity to focus on their personal and social care needs in their community.

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Whilst exciting changes have taken place in EVE to date, this would not have been possible if it weren't for the commitment and dedication of staff, the support of the former Board of EVE and the shared vision articulated in our previous strategic plans.

The next four years will be a time of great innovation across our services and we hope to play our part in ensuring that the corporate goals of the HSE will be achieved thereby ensuring that we offer effective, safe, high quality health and personal social services.

Finally I would like to thank everyone who contributed to the development of this our third plan, the Working Group, the participants/members and the staff of EVE. In the spirit of "hopefulness" that we believe underpins our programmes, we are confident that the progress to date and our plans for the future will continue to inspire us all to "connect with community".

**Dr. Margaret Webb**

General Manager, EVE

### Membership of Strategic Planning Working Group

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### Introduction

#### EVE's Background

Since our establishment in 1991, EVE has played a leading role in the provision of high quality community based services that meet the needs of adults consistent with national policy and the ambitions of the HSE for the delivery of personal and social services. In December 2010, the company, its staff and activities were subsumed into the HSE and now form a programme within the HSE reporting into HSE Community Health Office Area 7.

The primary ethos of all EVE services is to provide community-based, recovery-oriented programmes for people who experience mental health difficulties, intellectual difficulties, Asperger's Syndrome, physical and sensory disabilities. We do this through our network of Vocational, Rehabilitative, Occupational, and Clubhouse services in 21 locations across HSE Community Health Office Areas 6, 7 & 9 and offer support to approx. 1400 people annually.

EVE's service delivery models are informed by the values and principles espoused in national policies which include *A Vision for Change* (2006) and *New Directions - Personal Support Services for Adults with Disabilities* (2012-2016). Programmes are designed to provide effective, safe, high quality health and personal social care services to the population of Ireland and advance the work of the HSE in the areas of quality and patient safety and services reform.

#### EVE's Achievements to date

In 2008, EVE launched "Creating Contexts for Recovery" a five year Strategic Plan in which we challenged ourselves to "provide a context which enables participants/members achieve wellbeing for themselves by promoting respect, empowerment and citizenship in the delivery of quality person-centred training, education and community services. This powerful mission statement was couched in a vision of an organisation committed to the development of cultures of wellness through the delivery of hope-inspiring, recovery-oriented services. Building on an established culture of partnership, participants/members and staff forged ahead, working on annually agreed projects and initiatives which have allowed us create a culture of wellness and a recovery community.

##### • Our Programmes

At the centre of our services are people; individuals who are looking for various supports to live a full life in their community. In EVE we have been committed to ensuring that the person is in the 'driving seat' advising us on their ambitions and the supports they need to achieve these. To this end we have spent many years developing the Recovery Context Inventory (RCI), an innovative online mental health profiling tool, which affords the person

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the opportunity to develop a profile of what is present and important in their life across personal and service support domains. This information forms the basis of the development of a Recovery Action Plan which participants/members can choose to complete with support from a trained RCI Facilitator.

In the latter five years, with support from GENIO and the HSE, we have completed rigorous testing with the RCI, the results of which have indicated that it is a tool suitable for use as a support to people's mental health recovery. We have developed a manualised RCI Facilitator Training Programme, a Recovery Action Planning Workbook and an online suite of video tutorials for users, facilitators and administrators. The tool, the Facilitator Training Programme and Recovery Action Planning Workbook have been rolled out as part of the GENIO funded Advancing Recovery in Ireland (ARI) project. With the capacity to develop personal profiles and aggregated service level reports, the RCI is demonstrating the potential to make a major contribution to the design and development of our mental health services nationally.

In creating recovery-oriented programmes and services, Clubhouse has gone from strength to strength. There are now a total of seven EVE Clubhouses, an increase of three new services in the past five years. Active membership figures are now nearing 500 members which represents over one third of the activity level across all EVE services. The EVE Clubhouse Forum has become a dynamic vehicle whereby the Clubhouses collaborate and drive service improvement initiatives, the most recent of which is the development of an in-house mentoring scheme for new and existing Clubhouses. Accreditation has been achieved and retained consistently by all four of our older Clubhouses and is a goal now for our more recently established Clubhouses. In 2013, Clubhouse International (CI) acknowledged the success of the EVE Clubhouses by inviting us to host their week-long European Faculty training programme for Clubhouse assessors. We now have two members and three staff members trained as Faculty members/assessors which gives us the capacity to up-skill Clubhouses locally, based on the CI highest standards and enhances the skillset available for our mentoring programme.

Offering a real choice to people is important and we have always recognised that Clubhouse may not be for everyone. And so in our quest to develop a new alternative model of service, responding to the demand to deliver quality community based services, the HUB programme has emerged. In the coming years, we believe it will replace our current rehabilitative and occupational style services as it reflects the principles and practices articulated in national policy and most importantly, the needs of participants. An intensive consultation and exploration process in EVE has resulted in a programme design that combines a menu of centre-based and community activities to meet the varied needs of our participants/members. Supporting people live as active citizens in their communities is a powerful mandate echoed by participants and required by national policy. It is envisaged that the HUB will also provide additional opportunities to involve participants in both the co-production and co-facilitation of the design and delivery of modules. The HUB programme has commenced a pilot phase in nominated locations and will be rigorously evaluated to ensure that we amend and adapt based on feedback from participants/members, staff and community stakeholders.

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The vocational programmes delivered by EVE on behalf of SOLAS/ETB in both GHIS and Plantmarket have grown in both popularity and activity over the past five years offering a range of certification at FETAC levels 3, 4 and 5 to students in Information Technology and Amenity Horticulture. We will continue to develop these programmes in partnership with SOLAS/ETB and ensure that we retain opportunities for people to access specialist training services on a needs basis.

Harnessing the social capital available in our local communities, within EVE and the HSE has also been a key characteristic and exciting dimension of our journey thus far. Through our community arts-based programmes, centres like Larine Court have become a prize winning fixture in the St Patrick's Day parade in Maynooth three years in a row. The artists in the Estuary Centre are regular exhibitors at Electric Picnic and a variety of community festivals around the country. Exhibiting art works at Dublin Culture night has become a fixture for centres like Harvest whilst participants/members from Thomas Court, Rainbow Clubhouse and Larine have enjoyed collaboration with European partners through Grundtvig's transnational media projects. Plantmarket shared a powerful message of recovery with over 90,000 people at a sunny Bloom Festival in 2012 and are a regular contributor to HSE '*Health Matters*', reaching out to their readers with seasonal gardening tips promoting the therapeutic aspect of horticulture for positive mental health.

Centres individually and collectively are making great strides in accessing the social capital within their communities. Whilst too numerous to list, these have focussed on building partnerships with employers to access jobs, with the VEC to access community-based courses and with community groups to access mainstream support and recreational activities. Becoming involved in community allotments has been a great way for centres to engage in meaningful activities within the community and has encouraged people to re-discover the recreational and social dimensions of allotments.

#### • Our People

Over the past five years, the phrase "changing ways of working" has been used to describe one of the key challenges for service providers who are committed to delivering recovery-oriented, person-centred, community-based services. To support co-production and co-facilitation in the design and delivery of programmes in centres, participants/members have been invited to take part in training in a range of programmes which have included our locally developed Co-Facilitation Skills programme, Wellness Recovery Action Planning (WRAP®), facilitator training and Recovery training.

Staffs' training needs and concerns were elicited in 2011 through the completion of an anonymous GAP analysis in which staff identified practice issues and changing roles and responsibilities as their key concerns. And so training was delivered in the area of Key working and Boundary Management and supporting good practice guides developed entitled *Effective Key working in a Recovery-Oriented Service* and *Effective Relationships in a Recovery-Oriented Service*. The training has been supplemented with local coaching sessions and reviews to ensure that the paradigm shift in practice associated with moving to recovery-oriented, person-centred services is fully supported. This is an ongoing process which we believe should be supported with continuous investment building both competency and leadership capacity in EVE which can be shared with local community stakeholders.



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Nurturing local recovery champions across our services has also been an important dimension of EVE's work in the past five years as we recognise that change can only be sustainable if we build capacity locally. Whether participant/member, family member or staff, these champions need to be encouraged to grow and share their optimism within their local community, and thereby inspiring change. This we believe will be an important characteristic of our services into the future.

### • Our Services

Developing recovery-oriented governance structures in a service demands investment in building capacity and skills within the participant/member community to ensure it can take on an active governance role. This has meant delivering a range of programmes to build skills in, for example, advocacy. To support these initiatives we published a third edition of our very successful *SPEAK UP* guide for representative groups based on feedback received. In addition, we designed and delivered an Interview Skills Training programme and companion guide *Interview Skills Training for Service Users in Recovery-Oriented Services* to enable participants/members recruit staff as members of interview panels. Whilst there are limited opportunities for recruitment at present, we are optimistic that we will be able to share this practice and the training programme within the HSE to ensure that the voice of participants/members are fully represented in this critical HR process across the HSE.

## EVE's Future

Service reform and practice development are at the heart of this strategic plan. Whilst we recognise the challenges that these pose, it is essential that the programmes and services we offer across EVE meet the requirements of the participants/members and are in keeping with the national policy agenda as articulated by the HSE's Mental Health and Social Inclusion Divisions. In order to do so, the community of EVE have agreed strategic priorities and objectives which aim to support services, staff and participants/members engage fully with the reform agenda. EVE will be a hive of learning and innovation over the next four years as we share experiences, adapt programmes and become the responsive, flexible service we need to be if we are to offer truly person-centred programmes and experiences for participants/members. Our services will provide opportunities for people to develop social competency through targeted programmes and activities that support socialisation and positive experiences in the community. This we believe is key for people to maximise their sense of personal agency and their self-esteem.

EVE will achieve all of this by keeping the person at the centre of all planning, by supporting our staff in their evolving roles, by operating in partnership with all stakeholders and by promoting clearly the cultural values and practice agreed by the community of EVE services. We will strive to achieve best practice in our corporate and clinical governance in order to deliver safe, effective services on behalf of the HSE. Our commitment to innovation will be unwavering based on evidence informed practice and underpinned by rigorous research.

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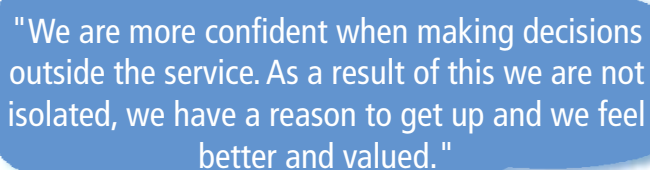
### Claiming Citizenship: Reclaiming Community

The move from centre-based programme delivery to community-based activity for all of our training and occupational services is an exciting opportunity for us to support our participants/members achieve their potential and a personally fulfilling life as active citizens in their communities.

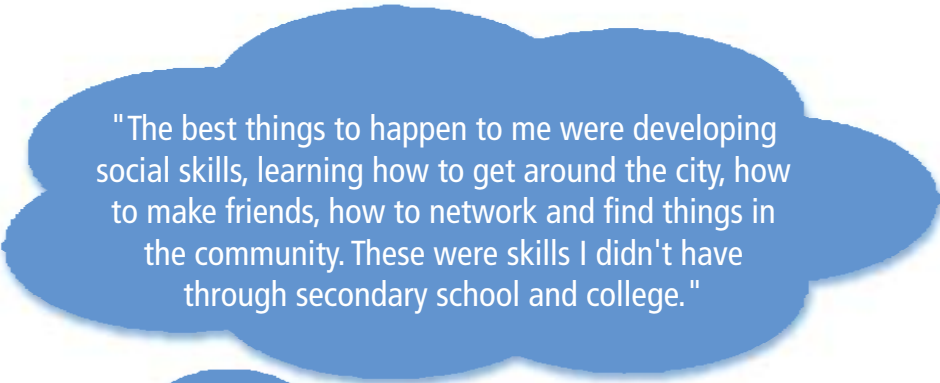

EVE's role is clearly to facilitate the process that allows people develop and exercise their capacity for connectedness and citizenship in the communities of their choice with their supporters by their side.

### What people said...

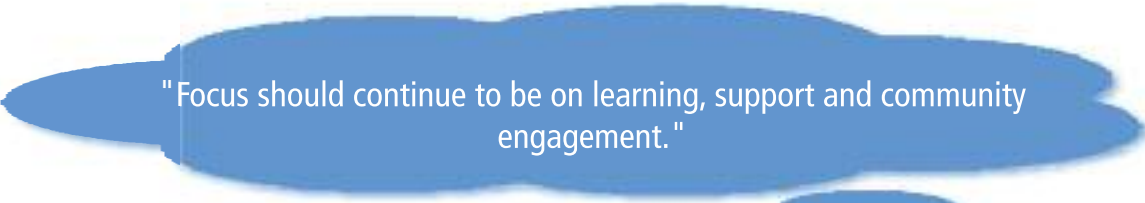

To generate the Strategic Plan 2014-2018, we canvassed the views of our participants/members and staff and this is what they said.....




"We are more confident when making decisions outside the service. As a result of this we are not isolated, we have a reason to get up and we feel better and valued."



"The best things to happen to me were developing social skills, learning how to get around the city, how to make friends, how to network and find things in the community. These were skills I didn't have through secondary school and college."



"Focus should continue to be on learning, support and community engagement."



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### EVE's Vision and Mission Statements

#### EVE's Vision Statement

EVE is a department within the HSE that is committed to the provision of effective, safe, high quality health and personal social services in the community. We will achieve this through the delivery of hope-inspiring services that support people achieve personal wellbeing and live a self-determined life as an active citizen and valued member of their local communities.

#### EVE's Mission Statement

EVE seeks to provide contexts, which support people become active citizens in their local communities by promoting health, wellbeing, learning and social inclusion in quality person-centred community services.

### EVE's Guiding Principles

#### Our Core Values

- The people who use our services determine their future and they direct their own life plan;
- We value individual differences across the life span;
- We believe that "hope" and the ability to develop trusting relationships are key determinants in supporting social inclusion and active citizenship;
- We are committed to operating from a strengths model which focuses on the person's unique strengths and believes in their capacity to learn, grow and change;
- We believe that people who use our services can achieve most when:
  1. Hope is encouraged, enhanced and /or maintained;
  2. Life roles with respect to work and meaningful activities are defined;
  3. Spirituality is considered;
  4. Culture is understood;
  5. Educational needs are identified;
  6. Socialisation needs are identified; and
  7. They are supported to achieve their goals.
- We believe that people benefit most from support that recognises their psychological, emotional, spiritual, physical and social needs;
- We believe that active citizenship and community participation as defined by the individual is central to the delivery of our services;
- We believe that services are most effective when delivered in the context of the individual's local community and cultural context; and
- We support the involvement of an individual's family, partner and life supporters where they believe it will enhance the opportunities available to achieve their personal goals.

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### Core Themes

The future planning and development of EVE services is based on the following themes which emerged from an extensive consultation exercise with our participants/members and staff:

1. Citizenship;
2. Community; and
3. Wellness.

We are delighted that so many took the time to share their thoughts, which are central to this strategic plan.

#### Claiming Citizenship means...

- Having a say about what matters to me
- Having a job
- Contributing to my community
- Having the supports to live an independent life
- Promoting positive mental health at national level

#### Reclaiming Community will mean...

- Knowing more about where I live
- Having more friends
- Socialising at evenings and weekends
- Building new links in the community
- Promoting positive mental health

#### Wellness allows me to...

- View myself as a whole being
- Take control of my life, my mental and physical health
- Capitalise on my strengths, abilities
- Achieve my personal aspirations
- Fulfil a meaningful role in society

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### Strategic Priorities & Objectives

For EVE, the journey of discovery and change has involved many incremental steps to this point where we can be proud that we now have an organisational culture where the concept of partnership and the value of wellness are embedded in our values and practice. The next step, articulated unanimously by the community of EVE, is to re-define our service delivery model and create services that connect people to their community. By doing so, EVE services will evolve to a point where they are engaging actively with a dynamic concept of community thereby creating opportunities for our participants/members to achieve their personal ambitions and active citizenship. Our work plan for the next four years will focus on creating those opportunities which we collectively believe will help realise this vision.

Together we have agreed that EVE services will:

- Promote active citizenship for all service users
- Create opportunities to connect to community

We will achieve this through objectives that focus on our programmes, our people and our services.

#### Objective 1: Our Programmes

EVE will continue the ongoing process of re-orienting our services to offer dynamic, inclusive programmes focussed on connecting to community. This involves building on the achievements of our services to date and harnessing the energy within our local communities to create meaningful partnerships.

To achieve this we will:

- Introduce the Recovery Context Inventory (RCI) to EVE's mental health services to ensure we design and deliver quality person-centred services where participants/members lead their own care and life planning;
- Ensure that effective person-centred planning is central to the design and delivery of our services for people with intellectual disability and Asperger's Syndrome;
- Continue the expansion of our Clubhouses focussing on delivering quality assured accredited services;
- Evaluate the HUB programme and embed the concept in EVE rehabilitative training and occupational services over the coming four years;
- Deliver our vocational training programmes in accordance with the evolving requirements of SOLAS/ETB; and
- Work collaboratively to enhance opportunities for social inclusion and active citizenship within communities.

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### Objective 2: Our People

Harnessing the skills and enthusiasm of participants/members and staff is essential if we are to grow our capacity to achieve our personal and corporate ambitions. EVE's commitment to including participants/members and staff in shared training initiatives will continue unabated, building on the programmes completed to date and focussing on the skills sets required to connect to the community and achieve active citizenship.

To achieve this we will:

- Offer Facilitator training to participants/members and staff who wish to get involved in co-facilitating programmes within EVE and in the community;
- Offer WRAP® training to participants/members, staff and the community to build cultures of wellness and networks of natural supports for people in their local area;
- Design and deliver a range of skills building programmes for participants/members, staff and the community to support the delivery of the HUB model of service;
- Formalise the Clubhouse Mentoring programme to support existing and new Clubhouses deliver their service to internationally accredited standards and achieve accreditation; and
- Introduce a HUB Mentoring programme to support services make the transition to a HUB style service to the nationally agreed standard required by the funding authority.

### Objective 3: Our Services

EVE will continue to maximise opportunities for participants/members to be involved at every level of governance within the services. This tradition, whilst established, now needs to adapt to the evolving structures of our health service and ensure that we both avail of new opportunities and share our learning within the HSE and our community collaborators.

To achieve this we will:

- Implement new corporate governance structures per the HSE reform programme;
- Implement revised human resource protocols that affirm the role of the participant/member in the recruitment of staff;
- Implement governance protocols for our programmes and services based on the values and priorities articulated in this plan;
- Implement evaluation protocols that ensure our services are subject to ongoing internal review by participants/members and staff; and
- Promote the health and wellbeing of participants/members and staff in accordance with the Healthy Ireland Plan.

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#### **We will know we are delivering “Hope-Inspiring Services” when:**

- Our service meets the needs of our participants/members;
- We focus on the individual’s strengths and not their limitations;
- We focus on a person’s unique needs and no longer on disability or diagnosis;
- We provide contexts which create opportunities for meaningful, active citizenship for all;
- We work with both participants/members and staff in crafting quality services that meet their expressed needs;
- We support people who wish to work, live and learn in their local communities;
- We work with the person to build an effective support network;
- We are accountable to the people who use our services;
- We support both participants/members and staff develop the skills necessary to deliver the collective vision of our service;
- We provide environments where there is respect for all;
- We value the personal qualities of our staff and nurture their capacity for hope;
- We achieve success in developing cultures of wellness for individuals, our organisation and our local communities; and
- We can acknowledge that our collective quality of life has improved.

#### **EVE’s Commitment**

EVE is committed to creating contexts that maximise opportunities for social inclusion and active citizenship based on the fundamental belief in the right of people to live a personally fulfilling life in their local community. Over the next four years, we will work together to achieve this goal in a culture that values the wellbeing of our participants/members, staff and the communities in which we work, live and learn.

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### Glossary

**Active  
Citizenship:**

Refers to citizens who become actively involved in the life of their communities. Active citizens are those who develop the skills, knowledge and understanding to be able to make informed decisions about their communities and workplaces with the aim of improving the quality of life in these. Active Citizenship implies action and empowerment, i.e. acquiring knowledge, skills and attitudes, being able and willing to use them, make decisions, take action individually and collectively.

**Clubhouse:**

Clubhouse is an innovative, member-led, community-based model for people with mental health difficulties, following a strong ethos of a work ordered day. The Clubhouse offers life-long membership and support, to enable members lead a socially and economically productive life in the community. Club activities are focused around the club's work units and social and employment programmes.

**Community  
Based Services:**

A community based service, for example HUB, offers person-centred, confidence building programme which is designed to enable participants to determine the direction of the programme and establish their own plan. For participants the programme aims to support each participant on their own recovery journey and to ensure that their own personal goals are at the heart of their programme through a person-centred planning process. This process sets out to empower individuals to achieve their ambitions and support them in actively participating in their community.

**Community  
Integration:**

The opportunity to live in the community, and be valued for one's uniqueness and abilities, like everyone else. Opportunities need to occur in the following "community integration domains": Housing, Employment, Education, Health, Leisure/Recreation, Spirituality, Citizenship, Social Roles, Peer Support, and Self Determination. Salzer and Baron (2006) propose a conceptual framework, referred to as the "Roadmap to Recovery," in which increased opportunity in these domains will result in a greater likelihood of participation (activity) in each domain, increased.

**Holistic  
Approach:**

An approach where the whole person, and all aspects of their life, is considered - not just certain parts, e.g. their mental health difficulty.



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**Hope:** Hope is an optimistic attitude of mind based on an expectation of positive outcomes related to events and circumstances in one's life or the world at large.

**Hope-Inspiring:** This relates to the way in which one person acts towards another, through words or actions, which show a firm belief in the capacity of the other to grow and recover, even when things look bleak. This type of relationship can inspire hope for the future.

**HUB:** The HUB programme aims to support individuals in the community and foster natural supports around the person, rather than relying solely on in centre programmes/services. The person designs their own programme of activities in a range of community settings and in some centre activities with the support of their key worker and person-centred plans. This action will securely place them at the centre of the service they receive and be supported across all areas of their lives into their communities, where the objective is to empower individuals to realise their goals and ambitions. The programme outline will be determined by the needs of the participants.

**Occupational Service (OS):** Occupational Services have a rehabilitative and development focus. The services are provided with the objective of maintaining and enhancing core capabilities and quality of life of people with disabilities. Occupational services offer individuals flexible and challenging opportunities to enhance both their personal and social development through a combination of structured occupational activities and support services, which are both centre based and community-focused.

**Person-Centred Plan:** Person-centred planning may be defined as a way of discovering how a person wants to live their life and what is required to make that possible. The overall aim of person-centred planning is "good planning leading to positive changes in people's lives and services" (Ritchie et al, 2003). Person-centred planning is 'whole person' oriented as opposed to disability-management focused. It is about self-determination, inclusion in family, community and the mainstream of life and citizenship and can, therefore, require some very fundamental changes in thinking and the established balances of power, the implications of which are potentially enormous and far reaching.

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**Recovery:** This term has been defined by people in a variety of ways and our understanding of this concept continues to grow. One definition is that: 'Recovery refers to the process in which people are able to live, work, learn, and participate fully in their communities. For some individuals, recovery is the ability to live a fulfilling and productive life despite a disability. For others, recovery implies the reduction or complete remission of symptoms. Science has shown that having hope plays an integral role in an individual's recovery'. (US Freedom Commission on Mental Health 2003)

**Recovery Context Inventory (RCI):** The RCI is an online self-report questionnaire made up of statements that relate to different aspects of a person's life. The inventory was developed to support people in their mental health recovery and is based on the understanding that personal recovery occurs within the context of an individual's personal life as well as their contact with mental health services. As a result, the RCI comprises two higher order factors, namely '**Personal Supports**' and '**Service Supports**' which are both made up of different factors and Areas related to each.

**Recovery-oriented:** This term typically refers to services offered by mental health treatment and rehabilitation practitioners offer in support of a person's recovery. However, it is important to note that any person e.g. family, friend, colleague can also be important supports to an individual's recovery. Examples of support can include: 'standing by' the person, believing in the person's capacity to grow and develop and helping the person to access resources.

**Rehabilitative Training (RT):** Rehabilitative training programmes for people with disabilities are designed to equip individuals with personal, social and work related skills that will enable them to progress to greater levels of independence and progression to further training and/or education. Participants must be registered with the Rehabilitation Training Guidance Service of their local Health Office.

**Stakeholders:** A stakeholder is anyone who has an interest in the participants/members programme, for example, their funder, their key worker, their family members, partner, EVE etc.

**Spirituality:** Goes beyond organised religion faith and practice and relates to what brings meaning and purpose to a person's life.

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**Strengths Model:** A positive and structured approach to working with people who have experienced mental health difficulties. The model focuses on identifying and building on a person's existing strengths and resources, e.g. their individual talents, life experience, interests, skills and relationships. This way of working has been found to be very helpful to achieve personally meaningful goals.

**Values-based practice:** Means a way of working that acknowledges, explores and applies core values. In the field of mental health and disability, these values include empowerment and choice, partnership, dignity, respect, hope, wellbeing, a focus on each person's strengths and an acceptance of uniqueness.

**Vocational Training (VT):** Vocational training involves skills training to certification level for individuals with disabilities who have expressed preferences for a particular skill area. The programme incorporates a strong career planning component with the emphasis on work preparation in addition to personal development and social skills modules. Participants must be registered with SOLAS/ETB.

**WRAP®:** WRAP® is an evidence-based practice, consisting of a personalised wellness and crisis plan. WRAP® adopts a strengths-based approach to recovery. Participants/members are encouraged to manage their own wellness and recovery in a manner that is comfortable to them and within their means. The key recovery concepts of WRAP® are hope, education, personal responsibility, self-advocacy and support.

**Wellbeing:** Having meaning in life, fulfilling potential and feeling that one's life is worthwhile.

**Wellness:** Can be defined as a dynamic process of taking charge of one's health and oneself to attain optimal health and wellbeing (Newport, 2005).

# EVE Strategic Plan 2014 – 2018

## Claiming Citizenship: Reclaiming Community

### Directory of EVE Services

#### HSE Community Health Office Areas 6 & 7

##### Clubhouse

**Cairdeas Clubhouse**, Unit H, Solus Tower Industrial Estate, Corke Abbey Avenue, Bray, Co. Wicklow.

Tel: 282 7951 / 282 7952 Fax: 282 7953

Email: [clubhousebray@eve.ie](mailto:clubhousebray@eve.ie)

Blog: <http://cairdeasclubhouse.blogspot.ie>

Contact - Mary Marini

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Tel: 045 433 229 / 045 486 388

Fax: 045 433 206

Email: [platinumclubhouse@eve.ie](mailto:platinumclubhouse@eve.ie)

Blog: <http://platinumclubhouse.wordpress.com>

Website: [www.kildare.ie/platinum](http://www.kildare.ie/platinum)

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Blog: <http://rainbowclubhouse.wordpress.com>

Contact - Alice Dodrill

##### Community Based Services<sup>1</sup>

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Email: [cherryfield@eve.ie](mailto:cherryfield@eve.ie)

Blog: <http://evecf.blogspot.ie>

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Blog: <http://evethomascourt.wordpress.com>

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##### Vocational Training

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<sup>1</sup> Community based services are a blend of former Rehabilitative Training (RT) centres and Occupational Services (OS). These centres will, over the next four years evolve and transition into HUB style programmes.

# EVE Strategic Plan 2014 – 2018

## Claiming Citizenship: Reclaiming Community

### Directory of EVE Services

#### HSE Community Health Office Area 9

##### Clubhouse

**Conaí Clubhouse EVE**, Warren House, 1 Main Street, Blanchardstown, Dublin 15.  
Tel: 805 3472 Fax: 805 3459  
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##### Community Based Services

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Contact - Fiona Neacy

# EVE Strategic Plan 2014 – 2018

## Claiming Citizenship: Reclaiming Community

For more information about EVE, please visit [www.eve.ie](http://www.eve.ie)

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A word cloud of social and community-related terms on a light blue background. The words are arranged in a roughly circular pattern, with 'Social' at the top and 'Inclusion' at the bottom. The words vary in size and color, with larger words in dark blue and smaller words in yellow and orange. The terms include: Social, Choice, Wellbeing, Quality, Upskilling, Opportunities, Recovery, Citizenship, Health, Service, Clubhouse, Safety, Links, Integration, HUB, Life, Keyworker, Education, Wellness, Community, Programmes, Vocational, Inclusion, and Support.

Social  
Choice Wellbeing  
Quality  
Upskilling Opportunities  
Recovery Citizenship  
Health Service Clubhouse Safety Links  
Integration HUB Life Keyworker Education  
Wellness Community  
Programmes Vocational  
Inclusion  
Support

