

SUPPORTING COMMUNITIES NI

BUSINESS PLAN

2012– 2013

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	To support the utilisation of the Register of Residents	To consult with Register of Residents on at least 2 topics during 2012 - 2013	<ul style="list-style-type: none">))Increased participation and engagement from non community group members)) Improved service delivery
To research, develop and implement appropriate models of community participation	<p>To support and develop existing models of community participation</p> <p>To research and develop new models of community participation</p> <p>To promote, encourage and support groups/individuals to become involved in new models of participation</p>	<p>To attend relevant Working Group meetings and review progress on a quarterly basis</p> <p>To help facilitate and develop the new model of participation by September 2012 and provide quarterly report to Central H.C.N. on progress</p> <p>To utilise all H.C.N. mail lists to promote any new models of participation developed and provide the necessary support</p>	<ul style="list-style-type: none">))Increased participation and engagement in housing and related services)))A better informed community sector and increased capacities of those involved))))

STRATEGIC AIM: 2 Provide an Effective Funding Support Service to Staff, Communities and Other Stakeholders

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>Provide information and support to Staff</p>	<p>Review/update online community Funding Bulletin</p>	<p>- S.C.N.I. Funding Bulletin to be updated on a fortnightly basis and posted on S.C.N.I. website and as part of fortnightly E-biz publication - Review publication monthly - H.C.N. members to be provided with online access to updated Funding Bulletin</p>	<p>) Staff will) have relevant up-to-date) information regarding) funding foundations and) grant) programmes available to) them</p>
	<p>Promote funding information and funding support services</p>	<p>- S.C.N.I. staff to be updated on a fortnightly basis of new funding opportunities - S.C.N.I. website to be used to full potential to promote funding information</p>	<p>) Assist staff to help Groups to) target most applicable) funding sources) Assist Groups meet their) funding needs and become) more sustainable</p>
	<p>Review and update Funding Factsheets and Funding Section of S.C.N.I. website</p>	<p>Funding Factsheets to be reviewed annually (July 2012)</p>	<p>) To ensure accurate up to) date information is) available to staff and Groups</p>
	<p>Evaluate and review funding received by Groups with S.C.N.I. Contracts</p>	<p>Staff to provide monthly updates on funding secured and provide quarterly report to Executive Committee as well as running total on SCNI website</p>	<p>Highlight impact and added value of funding support provided by S.C.N.I. staff</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Review Funding Feedback form	Carry out review of Funding Feedback form by September 2012 and introduce new version, if necessary	S.C.N.I. Funding forms are up-to-date and relevant to the needs of organisation
Provide information and support to community groups	<p>Promote the Community Funding Bulletin online</p> <p>Deliver an efficient and effective Funding Enquiry Service</p> <p>Provide up to date Factsheets</p> <p>Promote Funding Section of website</p> <p>Encourage groups to provide feedback on funding received</p> <p>Maintain a funding Outreach Service to groups with S.C.N.I. Contract</p>	<p>Promote awareness raising through H.C.N. membership on a quarterly basis during 2012-13</p> <p>85% of completed Funding Enquiry Forms to be assessed and completed within 10 working days</p> <p>Maintain bank of up-to-date Funding Factsheets</p> <p>Promote Funding Section of S.C.N.I. website – i.e. HCN members in particular</p> <p>S.C.N.I. staff to oversee that feedback is provided on a monthly basis</p> <p>To establish 1 pilot Outreach Service in each N.I.H.E. Area 2012-13</p>	<p>)Community Groups will) have relevant up-to-date) information regarding) funding foundations and) grant programmes) available to them</p> <p>Groups are equipped with relevant up-to-date information</p> <p>Groups are equipped with relevant information</p> <p>Highlight impact and added value of funding support provided by S.C.N.I.</p> <p>A high quality professional service provided</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Promote and support the sustainability of groups through development of a fundraising strategy	Provide funding support to Groups as per Annual Contracts	Assist Groups meet their funding needs and become more sustainable
Provide information and support to other Stakeholders	<p>Provide an efficient and effective Funding Enquiry Service</p> <p>Provide up to date Factsheets</p> <p>Promote Funding Section of website</p> <p>Encourage other stakeholders to provide feedback on funding received</p>	<p>85% of completed Funding Enquiry Forms to be assessed and completed within 10 working days</p> <p>Maintain bank of up-to-date Funding Factsheets</p> <p>Make use of S.C.N.I. website to promote Funding Section and through other various PR opportunities</p> <p>S.C.N.I. staff to oversee that funding feedback is provided on a monthly basis</p>	<p>A high quality professional service provided</p> <p>Stakeholders are equipped with relevant information</p> <p>Stakeholders are equipped with relevant information</p> <p>Highlight impact and added value of funding support provided by S.C.N.I.</p>

STRATEGIC AIM: 3 To provide an efficient Information, Research and Policy Support Service to Staff, Communities and other Stakeholders

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>To provide relevant information to meet the needs of S.C.N.I. Staff</p>	<p>To review all information coming into the S.C.N.I.</p>	<p>Carry out an Information Review in line with Charity Commission regulations and Good Governance on an ongoing basis</p>	<p>) Ensure that all S.C.N.I. information adheres to good governance requirements and follows good community development practice</p>
	<p>To circulate information to staff as required, appropriate and relevant</p>	<p>To produce a fortnightly E-biz and monthly E-zine publication</p>	<p>)Efficient and knowledgeable staff</p>
	<p>To review all S.C.N.I. internal publications, producing regular information to staff</p>	<p>Undertake annual review of information by July 2012</p>	<p>) Staff and community are kept up to date on current issues</p>
		<p>Carry out annual review of S.C.N.I. information leaflets and publicity material</p>	<p>Increased awareness of opportunities within the sector</p>
		<p>Prepare annual Programme for review and update existing Factsheets</p>	<p>S.C.N.I. staff fully aware of policies/procedures for their day to day work</p>
		<p>Review and update staff manual on an ongoing basis</p>	<p>)Keeping community up to date and informing of good community development practice</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	To maintain an Information Bank	Ensure Info Bank is kept up-to-date – inspection every quarter	Information is up-to-date and meets the needs of those using the Info Bank
	To maintain an information resource on the S.C.N.I. website	Update Information Section of S.C.N.I. website on a weekly basis	Information is up-to-date and meets the needs of those using the S.C.N.I. website
To undertake research and respond to policy consultations on behalf of S.C.N.I.	Carry out research necessary to the operational requirements of S.C.N.I.	Undertake research to assist in the development of new and existing training courses	Support S.C.N.I. to achieve its targets
	To review and respond to consultations relevant to the work of S.C.N.I.	Undertake research necessary for the production of new and updating existing Factsheets by September 2012	Staff and community will be better informed
	To liaise with other stakeholders on relevant policy issues	Respond to policy/consultations deemed necessary by S.C.N.I. Management Team	S.C.N.I. views are articulated where applicable
Review and update information, research and policy requirements of S.C.N.I. in accordance with the needs of staff, groups and stakeholders	To maintain an information resource that is accessible and useful to groups and stakeholders	Ensure collaborative working on issues of commonality	Co-ordinated approach and partnership working
	Regularly review website	To produce a fortnightly E-biz, monthly E-zine and quarterly ‘SCNI News’ publications) Provide accessible information to staff, wider community and stakeholders in line with e-government policy
		Review and monitor Website on a weekly basis	

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Research and respond to relevant policy consultations on behalf of S.C.N.I./H.C.N. and wider community	Respond to policy/consultations deemed necessary by S.C.N.I. and H.C.N.	S.C.N.I., Community and stakeholders views are presented and articulated
	Research, promote and implement models of best practice	To encourage use of models of best practice in the provision of information)Keeping community up to date and informing of good community development practice
	Develop an enhanced Communications Strategy to meet the needs and future requirements of the H.C.N., communities and other stakeholders	To produce a fortnightly E-Biz, monthly E-Zine and quarterly 'S.C.N.I. News' publications To re-examine and update S.C.N.I.'s Communication Strategy by September 2012)Groups are equipped with relevant information)Increased awareness of opportunities within the sector
	To raise the profile of S.C.N.I. as an organisation of excellence at strategic, local and operational level	Highlight S.C.N.I. website as model of Best Practice and continually monitor and improve on a monthly basis	S.C.N.I. profile raised Reach out to new audience/customer base, including young people

STRATEGIC AIM: 4 Provide a Tailored Training Service to Support Staff, Communities and Other Stakeholders

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
Provide good quality training to enhance community participation	Develop and deliver courses	Identify the Training Needs of 100% of those groups with a S.C.N.I. contract	Identification of training needs/gaps
		Deliver a minimum of 20 individual courses with 85% satisfaction	Building the capacity of individual groups and participants
		Offer 'one-to-one' training to 100% of office bearers following Group A.G.M.s	Development of the skills and capabilities of office bearers
	Identify, develop and review new courses	Review 3 courses per quarter	
		Identify and develop 1 new course in conjunction with the H.C.N.	Meeting identified gaps and a better informed H.C.N.
	Develop and deliver accredited training	Deliver 6 Accredited training programmes with 85% satisfaction rate)Building the capacity and)skills of Individuals and)Groups as well as achieving)recognised community

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	<p>Monitor ongoing assessment and evaluate training</p> <p>Review and deliver community planning training in line with any R.P.A. developments</p> <p>Maintain status as O.C.N.N.I. training centre</p>	<p>Assess and internally moderate 100% of all completed accredited portfolios</p> <p>Evaluate 100% of participants who attend training programmes</p> <p>Liaise with the Science Shop with the view of students undertaking research into the impact of the training service.</p> <p>Research and Up-Date the Community Planning programme for H.C.N.'s in accordance with R.P.A. proposals.</p> <p>Review and update quality assurance processes in line with O.C.N.N.I. requirements</p>	<p>)development qualifications)To ensure all participants)completing accredited)programmes have been)assessed in a fair and)impartial manner</p> <p>To assess the quality of training materials and training delivery</p> <p>To monitor life cycle of participants post training</p> <p>To provide the necessary training material for Community Planning to ensure that all H.C.N. representatives attain the necessary skills and confidence to participate effectively in the community planning process</p> <p>The provision of an independent and faster accreditation service for groups</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	<p>Continue to act as an exemplar of Good Governance Practice</p> <p>Review and update Training Booklet and training section of website</p>	<p>Promote S.C.N.I. as a recognised I.I.P. organisation</p> <p>Review and update Training Booklet and website on a quarterly basis</p>	<p>Recognition of the quality service provided by S.C.N.I. as an organisation to service users and staff</p> <p>Provision of an attractive and informative portal for the wider community</p>
<p>Deliver a training programme in relation to Community Cohesion and Diversity</p>	<p>Review and deliver accredited community cohesion training programmes</p> <p>Review and deliver Diversity Training Programme in conjunction with S.N.P.</p>	<p>Deliver 1 Community Cohesion Level 1 Training Programme with 85% satisfaction</p> <p>Deliver Diversity training courses, as requested, for identified S.N.P. ‘Cohesion Champions’ with 85% satisfaction.</p>	<p>)To increase groups)awareness of issues)surrounding equality and)good relations and the)provision of a recognised)qualification</p>
<p>Support and deliver training to groups with Community Service Agreements</p>	<p>Develop and deliver relevant specialised training to implement Community Service Agreements</p>	<p>Deliver 1 survey and evaluation methods training course with 85% satisfaction</p>	<p>To build the skills and knowledge of groups involved in acquiring feedback from the wider community regarding N.I.H.E. schemes</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>Increase meaningful participation to ensure representation of groups from Rural areas and areas without Community Associations</p>	<p>Ensure the accessibility and delivery of training courses to rural community groups</p> <p>Research, develop and deliver training for community champions/village voices</p> <p>Examine new methods by which training can be delivered to rural areas</p>	<p>Offer existing training packages to Rural Groups via the Rural Residents' Forum</p> <p>Research a training package for Community Champions/Village Voices</p> <p>To deliver 5 pilots across N.I. using virtual training provision.</p>	<p>The provision of material for the development and delivery of a training package to build the capacity of Rural Groups</p> <p>The provision of material for the development and delivery of a training package to build the capacity of Community Champions/Village Voices</p> <p>Hard to reach areas and groups able to avail of quality training provision</p>
<p>Increase meaningful participation to ensure representation of groups established through Housing Associations</p>	<p>Research, develop and deliver training for Housing Associations staff and Housing Association Resident's Groups/Community Champions</p>	<p>Develop training packages for Housing Associations on request or as per Service Level Agreement requirements</p>	<p>The provision of relevant material for the development and delivery of a training package to Housing Associations in order to build their skills and knowledge surrounding Tenant Involvement and methods of participation</p>

			The provision of relevant material for the development and delivery of a training package to Residents' Associations in order to build their capacity
Design and deliver a training programme in relation to Local Service Scrutiny	Research, develop and deliver training for programme on local service scrutiny	Develop and deliver training programmes as identified by H.C.N. and N.I.H.E. – roll out of Local Service Scrutiny pilots across other districts	To build the capacity of individuals and groups in order for them to effectively scrutinise N.I.H.E. services.
Increase skills and knowledge of S.C.N.I. Staff	Identify internal/external training for S.C.N.I. Staff	Research, develop/organise Internal staff training as identified by S.C.N.I. management/staff- National Occupational Standards	To build the skills and knowledge of S.C.N.I. staff in order to provide a more professional and effective service

STRATEGIC AIM: 5 Provide a Comprehensive, Efficient Administrative Service to Staff, Communities and Other Stakeholders

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>To provide an efficient admin support service to S.C.N.I.</p>	<p>Prepare and monitor S.C.N.I. budget</p> <p>Ensure changes to legislation, police and practices are implemented</p> <p>Adhere to Good Governance Practices</p> <p>Provide support service to Executive Committee</p>	<p>To produce monthly Reports to N.I.H.E.</p> <p>To provide Executive Committee with quarterly summary of Budget spend.</p> <p>To ensure that S.C.N.I. policies and practices are up-to-date and in line with any legislative changes.</p> <p>To ensure that all aspects of S.C.N.I. work adheres to Good Governance practices.</p> <p>To provide full service to Executive Committee in terms of administration and reporting.</p>	<p>)</p> <p>) Funders; Executive Committee and Staff provided with high quality admin support</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p>
<p>To provide an efficient admin support service to Staff</p>	<p>Review and update all databases and mailing lists</p> <p>Provide support service to Liaison Officers (L.O.s)</p>	<p>To review and update all S.C.N.I. databases and mailing lists on a monthly basis.</p> <p>To provide a support service to L.O.s</p>	<p>All databases and mailing lists are up-to-date</p> <p>Staff provided with high quality admin support</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Provide support service to Specialist Team	To provide a support service to Specialist Team	Support Team provided with high quality admin support
To provide an efficient admin support service to Community Groups/Individuals	Provide financial assessment service to Community Groups Act as an Agent for Inland Revenue on behalf of Community Groups Provide PAYE service on behalf of Community Groups Support Community Groups/Individuals to adhere to Good Governance Provide assistance and support to meet communication and general needs	To carry out financial assessments for Groups as per S.C.N.I. Contracts To provide Inland Revenue support to Groups as per S.C.N.I. Contracts To provide PAYE support to Groups as per S.C.N.I. Contracts To assist Groups to achieve quality service as per S.C.N.I. Contract To provide a high quality administrative support to Groups as per S.C.N.I. Contracts))))) Support Groups to fulfil their) statutory obligations))) Community Groups provided) with high quality admin support))))
To provide an efficient admin support service to Stakeholders	Provide support service to H.C.N. framework Manage restricted budgets and related programmes	To provide a high quality admin support service to District, Area and Central H.C.N.s To manage, monitor and report on those Restricted budgets which S.C.N.I. has responsibility for	District, Area and Central H.C.N.s provided with high quality admin support Community Groups/Partner organisations are provided with a high quality admin support

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Provide support service to Partners/Partnerships	To provide a high quality admin support service to identified partners/partnerships	Partners/Partnership organisations are provided with a high quality admin support

STRATEGIC AIM: 6**To act as a 'Champion' for Community Participation in Housing**

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
To provide a quality service to N.I.H.E.	Review and renew N.I.H.E. Centre S.L.A.s annually	Sign N.I.H.E. Centre S.L.A. by end of May 2012 and review in November 2012	Clarity in what is expected from each organisation
	Review and renew District S.L.A.s annually	Complete signing of District S.L.A.'s by end of May 2012	Clarity as to service expected from S.C.N.I. at a District Office level
	Evaluate services to Districts annually	S.C.N.I. aim to have 85% satisfaction level with services provided	Provision of a quality service to District Offices
	Review and renew Community Participation compacts annually	To have 320 Community Participation Compacts in place by March 2013	Clarity in what is expected from both Community Groups and N.I.H.E.
	Provide identified support to I.C.N.	To attend 2 I.C.N. meetings per year	S.C.N.I. provide support to I.C.N. Working Groups
	Provide identified support to Community Housing Project Workers	To support Community Housing Project Workers as identified by N.I.H.E. on an ongoing basis	S.C.N.I. provide advocacy role to Housing Worker Projects as agreed with N.I.H.E.
	Manage Mystery Shopping and Tenant Led Inspections on behalf of N.I.H.E.	To complete relevant/requested Mystery Shopping Exercise by March 2013 and produce related report to N.I.H.E.	Improve service delivery by District Offices and increased participation and capacities of H.C.N. members

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Develop models of scrutiny of housing services jointly with N.I.H.E.	To provide support to 5 Local Service Scrutiny (L.S.S.) Pilots up to June 2012 and roll out of other potential L.S.S. up to March 2013	H.C.N. members engaged in improving service delivery across N.I.H.E.
	Support and facilitate the introduction of a co-regulatory role with N.I.H.E. and H.C.N.	To provide support to N.I.H.E. in enabling H.C.N. members to become involved in co-regulation of N.I.H.E. services	H.C.N. members engaged in improving service delivery across N.I.H.E.
	Maintain and promote Digital Inclusion support to groups on behalf of N.I.H.E.	To encourage H.C.N. members to utilise Digital Inclusion services through use of emails/mini websites etc.	A better informed and engaged H.C.N.
	Provide management and development support to Shared Neighbourhood Programme (S.N.P.) and B.R.I.C. Programme	To meet on a regular basis with management of the S.N.P. and B.R.I.C. Programmes	More co-ordinated approach and compliment services of both Programmes
	Review and implement Transitional Community Involvement Strategy	Provide S.C.N.I. input into implementation of Transitional C.I.S. during 2012 - 2013	S.C.N.I. role clarified in terms of delivery of Transitional C.I.S.
	To co-organise and facilitate the annual Community Conference with N.I.H.E. and H.C.N.	To ensure that proper preparation and organisation is provided for successful Conference in Oct 2012	Successful showcase for H.C.N. members reflecting best practice and community engagement

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	<p>To act as a Champion for Community Participation in Housing</p> <p>To research and provide good and best practice examples of community participation in Housing</p> <p>Encourage and support the implementation of good and best practice in Community Participation in Housing</p>	<p>To provide direction in championing community participation in housing in N.Ireland through D.S.D. and N.I.H.E.</p> <p>To liaise with T.P.A.S. (Eng/Scotland/Wales) other housing practitioners such as HouseMark in researching and identifying best practice examples of community participation in housing for N. Ireland</p> <p>To introduce best practice examples to Central H.C.N. for consideration during 2012 – 2013 and develop accordingly</p>	<p>Community Participation in housing in N. Ireland is to the forefront of housing providers</p> <p>Housing providers in N. Ireland are provided with the most up-to-date and applicable examples of best practice of community participation in housing</p> <p>Ensure that N. Ireland housing providers are provided with the necessary support in introducing and implementing any new models of community participation in housing</p>
<p>To develop and support the Housing Community Network (H.C.N.) as an effective framework for Community Participation in Housing</p>	<p>Provide support and advice to each tier of the H.C.N.</p> <p>To carry out review of H.C.N. in line with new restructuring of N.I.H.E.</p>	<p>To provide H.C.N. members with a working framework and structure for implementation following the Minister’s announcement on way forward</p> <p>To provide a template for the restructuring of the H.C.N. in line with the restructuring of the N.I.H.E.</p>	<p>A more informed and efficient H.C.N. to meet the current and changing structures within the Housing Executive.</p> <p>Both H.C.N. and N.I.H.E. structures are co-terminus and compliment each other</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
	Agree an Annual Programme for Central H.C.N. with N.I.H.E.	To agree and include Annual Programme as part of H.C.N. Review	More co-ordinated approach provided
	Participate in all H.C.N. ad hoc Working Groups	To provide representation from S.C.N.I. at all relevant H.C.N. Working Groups	S.C.N.I. has an input into H.C.N. Working Groups and views are articulated
	Support and promote Community Participation in Housing in Rural Areas	To attend 4 Rural Residents Forum meetings per year	S.C.N.I. has an input into Rural participation in housing
	Provide support and formal training, as identified and agreed to all tiers of H.C.N.	Provide tailored training to all tiers of the H.C.N. in association with N.I.H.E. staff	All H.C.N. members are provided with the necessary skills with which to participate effectively at District, Area and Central H.C.N.s
	Promote greater participation in Housing of 'hard to reach groups'	Provide support and advice to N.I.H.E., where requested, in regard to Youth, BME Groups and any other 'hard to reach groups' identified	H.C.N.'s makeup is reflective of all groups in society
	Promote the involvement of all groups, age, disability etc. in the H.C.N.	To assist in the facilitation of the Disability Forum during 2012 – 13 in association with N.I.H.E. and Disability Action	S.C.N.I. has an input into encouraging and facilitating development of the Disability Forum for H.C.N.

STRATEGIC AIM: 7 To Maximise Opportunities for Partnership Working

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>To participate in relevant strategic, operational and local partnerships</p>	<p>To participate in relevant strategic partnerships</p>	<p>To ensure that S.C.N.I. is represented at relevant Strategic Partnerships across N. Ireland including Community Places, N.I.E.L. etc</p>	<p>S.C.N.I.'s views are articulated at an appropriate strategic level</p>
	<p>To ensure that the community perspective is paramount at relevant partnerships</p>	<p>To act as a champion on behalf of the community sector at relevant strategic and operational partnerships</p>	<p>Ensure that the community's views are articulated at relevant strategic and operational partnerships</p>
	<p>To participate in relevant operational partnerships</p>	<p>To be represented on relevant operational partnerships including Neighbourhood Renewal, Areas At Risk and SPOD</p>	<p>S.C.N.I. are represented on and have an input into appropriate and relevant operational partnerships across N. Ireland</p>
	<p>To facilitate Inter-Agency approaches at a local level</p>	<p>To carry out a variety of roles in facilitating Inter-Agency working across N. Ireland and in line with S.C.N.I. Group Contracts</p>	<p>Provision of an independent quality service to community groups and partners across N. Ireland</p>
	<p>To facilitate local partnerships</p>	<p>To provide a facilitation role to local partnerships as requested by partners</p>	<p>Provision of an independent quality service to community groups and partners across N. Ireland</p>

OPERATIONAL OBJECTIVE	ACTION	TARGET	OUTCOME
<p>To develop a Service Level Agreement (SLA) for individual Housing Associations</p>	<p>To develop S.L.A.s for identified Housing Associations</p> <p>To support identified Housing Associations to develop models of participation</p>	<p>To establish 9 S.L.A.s with individual H.A.s by March 2013</p> <p>To provide assistance to those H.A.s with whom S.C.N.I. has a S.L.A. to develop models of participation including Tenant Involvement Strategies</p>	<p>S.C.N.I.'s role is made clear in regard to service provided to identified H.A.s</p> <p>Identified H.A.s are provided with required information for them to develop models of participation</p>