2024/2025 Strategic Plan Implementation Summary





1. LEADERSHIP, 4. PROMOTE, 3. OPTIMIZE, 2. EFFICIENCY, **ENHANCE**, **EXCELLENCE**, INFRASTRUCTURE, REVENUE, **CULTURE DELIVERY GROWTH PROCESSES** Develop org and business structures • Increase community awareness Complete and put into action Improve recruitment strategies and through building relationships, to enhance financial stability, such as updated job descriptions and org simplify new employee onboarding. engaging on social media, and investigating revenue-generating Focus on enhancing the forming partnerships collaboratively. Strengthen HR systems and organizational culture to embed corporate models. Strength Clinical Services in order to Adjust internal processes to align with capabilities. values in daily operations. Simplify financial tracking and address needs efficiently sector changes, including potential Form and empower the leadership reporting procedures. Enable family members to connect fee-for-service options and person-Allocate resources to Information centered agreements. and engage. **Technology and Information** Management Systems. A. NEW ORG STRUCTURE & WAGES A. BRAND REFRESH New org structure Initiation REPORT Research and Analysis Reporting changes Manage SL pay changes A. INCREASE RECRUITMENT EFFORTS AND REDUCE ON-Phase 1: May – July 2024 Strategy Development Content & BOARDING TIME FOR NEW EMPLOYEES Creative Developmen Fill vacant SL positions B. STREAMLINE Finalize Recruiter position job description and details Wage enhancements for front line roles iii. Printing & Implementation FINANCIAL MONITORING ii. Hire and on-board Recruiter position vi. Internal Adoption distribution A. RECRUITMENT & AND REPORTING RETENTION Hire CFO viii. Post-launch Evaluation Strengthen internal organization financial controls in structure to all B. CREATE AND EQUIP **B. REVENUE GENERATION & GROWTH** payroll, data entry, leaders and all staff leave scheduling, over time, etc. **** **LEADERSHIP TEAM** Investigate organizational and Survey all people leaders to C. CONTINUE TO FOCUS Executive team business structures to enhance C. NEW WEBSITE D. COMMS. MARKETING. review and finalize al ON ORGANIZATIONAL financial sustainability Special Note iob descriptions understand the Initiation CULTURE Implement new Audit and STRATEGY Communicate and IMPROVEMENTS & DEI financial reporting Initiation Research and Analysis share new manager ii. Begin leadership TO OPERATIONALIZE THE Analysis templates for board, iii. User VALUES IN DAILY INTERACTIONS team job descriptions and management executive team, Update and iii. Brand Audit development internal leaders) implement new Job activities with all Develop standards of behaviour with all Evaluation Process Strategy people-leaders v. Marketing Strategy vi. Social Media Strategy iii. Implement Hire phase 1 positions. coaching for vii. Digital Strategy viii. Content Creation executive leaders ix. Campaign Planning A. INCREASE RECRUITMENT EFFORTS AND REDUCE ON-A. PREPARE INTERNAL SYSTEMS TO RESPOND TO BOARDING TIME FOR NEW EMPLOYEES SECTOR TRANSFORMATION C. NEW WEBSITE iii. Reduce on-boarding time for all roles by developing Develop model for clinical services for purchase iv. Content Strategyv. Design Refresh and documenting on-boarding process and - Oct 2024 vi. Development iv. Present on-boarding process efficiencies to Executive **B. REVENUE GENERATION & GROWTH** ii. Establish structure for reve Implement on-boarding process efficiencies generation D. COMMS, MARKETING, SOCIAL, AND DIGITAL C. ENHANCE HUMAN C. CONTINUE TO FOCUS ON STRATEGY RESOURCES SYSTEMS ORGANIZATIONAL CULTURE IMPROVEMENTS & DEI TO OPERATIONALIZE Measurement AND CAPACITY Phase 2: Aug Continuous Understand and THE VALUES IN DAILY INTERACTIONS Improvement document the current HR systems Implement new HRIS behaviour program across the organization system: Workforce A. RECRUITMENT & E. FAMILY ENGAGEMENT RETENTION Hire phase 2 Improvement (e.g. a CEO report for families) More in-person events with families and staff D. INVEST IN INFORMATION TECHNOLOGY AND **B. CREATE AND EQUIP LEADERSHIP TEAM** INFORMATION MANAGEMENT SYSTEMS C. NEW WEBSITE iv. Expand coaching for SLT members 3: Nov 2024 – Jan 2025 Define and implement Roles Based Access to Provide leadership retreat/team building activity for various systems (i.e., ADP, SSC, AIMS, Webtracker, viii. Testing all people leaders ix. Training SharePoint, Outlook, etc.) ii. Develop Privacy and Confidentiality training for all Launch C. CONTINUE TO FOCUS ON ORGANIZATIONAL xi. Evaluation iii. Deliver Privacy and Confidentiality training to all CULTURE IMPROVEMENTS TO **OPERATIONALIZE THE VALUES IN DAILY** D. COMMS, MARKETING, INTERACTIONS iv. Identify core requirements for information management system for client files (person supported focus) that meets needs of all supported focus Develop standards of behaviour with all STRATEGY ii. Communicate/Launch standards of xi. Continuous behaviour iii. Equip/Train Leader/Manager team on Research electronic client record options Improvement standards of behaviour Equip/Train all staff on standards of behaviour E. ENHANCE CLINICAL C. CONTINUE TO FOCUS ON ORGANIZATIONAL ase Assess and understand **OPERATIONALIZE THE VALUES IN DAILY** INTERACTIONS iii. Provide training to all people leaders about how to support the standards of behaviour program D. COMMS, MARKETING, SOCIAL, AND DIGITAL STRATEGY Phase 4: Feb – April 2025 Measurement xi. Continuous Improvemen A. PREPARE INTERNAL SYSTEMS TO C. CONTINUE TO FOCUS ON ORGANIZATIONAL RESPOND TO SECTOR TRANSFORMATION CULTURE IMPROVEMENTS & DEI TO OPERATIONALIZE THE VALUES IN DAILY Improve current ISP process and link to INTERACTIONS passport funding iv. Provide training to all staff about how to E. ENHANCE CLINICAL live the standards of behaviour CPS, OT, PT, SLP, BT) for community which **SERVICES** includes cost to purchase ii. Propose nev integrated Clinical