

# Operational Plan Update – January 2017

**Advance Full Citizenship**

69%

A horizontal bar chart with a dark grey background. The text 'Advance Full Citizenship' is on the left. A blue bar extends to the right, ending at a vertical line. To the right of this line, the text '69%' is displayed. The bar is divided into 10 equal segments by thin vertical lines.

## **Advance Full Citizenship**

- Implement Active Supports
- Develop In Depth Planning Process
- Advance Adaptive/Assistive Technology Use
- Expand Social Enterprise
- Develop Success Measurements
- Implement Counselling Program
- Create Supported Persons Advisory Group
- Advance Employment

## **Key Accomplishments**

- Employees have received training in Person Centered Active Supports. There is significant anecdotal evidence that this is positively influencing support approaches and employee engagement.
- PotteryWorks moved to a wonderful new location with growing sales and positive community engagement.
- A team member has been assigned the task of exploring potential technology solutions when he is meeting with teams implementing Active Supports. A couple of solutions are being trialed to assess their suitability and success factors.
- Clothing collection program expanding to Surrey.
- Employment program expanded. Facility secured.

## **Challenges**

- Individual counsellor moved on to a new role and planning consultant is unable to continue. A new counsellor has been hired and we are starting the search for a new planning consultant.

**Summary: On track for completion by end of reporting year (May 2017)**

# Operational Plan Update – January 2017

## Promote Organizational Responsiveness

40%

### Promote Organizational Responsiveness

- Refine Organisational Structure
- Revitalize Vocational Programs
- Improve Individualized Supports Structure
- Develop Workforce
- Align Housing with Needs
- Develop a Planned Giving Program
- Organisational Technology Improved

### Key Accomplishments

- Vocational revitalization is complete in Burnaby and is on track to be finalized in Surrey by the end of May.
- Training strategy redesigned and rolled out.
- Time to fill vacant positions reduced. Onboarding redesigned.
- Accessibility of homes improved in five locations (ramps, door openers).
- Planned giving program instigated.
- Technology updated – Sharevision App rolled out to employees. Phase I of website refresh complete.

### Challenges

- An organizational consultant has been hired and the organizational review is underway. While more time was required to launch this review we believe the project will be completed by end of May.

**Summary: Behind schedule in some areas but should be largely complete by reporting year end (May 2017)**

# Operational Plan Update – January 2017

## Build Communities That Include Everyone



62%

### Build Communities That Include Everyone

- Develop Accessible/Affordable Housing
- Engage in Participatory Theatre Program
- Expand Connections to Community
- Support Aging Demographic

### Key Accomplishments

- Participatory theater program received \$142,000 grant from the Vancouver Foundation. At this point the final production is tentatively scheduled for May 2019. The organizing committee is almost finalized.
- Data gathered and analysed on aging population.

### Challenges

- There is a slight delay in the 43 Hastings Street project due to an issue on the City's end that requires more due diligence.

**Summary: On Track for completion**