Community Living Thunder Bay

Strategic Direction

- Build on long history of CLTB's use of Personal Outcome Measures as a quality-of-life measurement tool
- Serve as a bridging plan from the last Strategic Plan (2014-2019) until a new Strategic Plan can be developed and implemented which engages all stakeholders
- Establish a strong foundation for pursuit of future accreditation
- Formalize current quality improvement processes
- Establish Key Performance Indicators
- Develop effective an effective process for aggregate data to be reviewed monthly by Management

Shared Value Factors

1. Dignity and Worth
2. Legal and Human Rights
3. Self Determination and Choice
4. Community Settings
5. Social Capital
6. Community Partnerships
7. Shared Leadership
8. Continuous Learning
9. Open Communication
10. Continuous Improvement

Dignity and Worth

Indicators:

- Each person is inherently valuable
  - Communication Team/Augmentative Communication
  - Reset of Self Advocate Council

- People can grow and develop
  - Review PGT where not required or desired
  - Person Centered Planning
  - Reset TAY mandate (moving toward Self Determination)

Dignity and Worth

- People have the right to life, liberty, and human security

- People have dignity and respect
  - Communication Team/Augmentative Communication
  - Clinical supports (Awake labs technology, Safe and Sound etc.)

Legal and Human Rights

Indicators:

- The Universal Declaration of Human Rights of the United Nations and the constitutions of nations and states apply to all people

- Rights may not be limited without due process.
  - Rights Review Committee (reestablish)
  - Develop process to solicit, identify and track rights restrictions
  - Behavioral Support Plans (Formalize process and strengthen biopsychosocial approach)

- Rights are not curtailed merely because a person has a disability
  - Rights Review Committee (reestablish)
  - Develop database for current restrictions including tracking process

Self Determination and Choice

Indicators:

- People direct decisions that impact their lives
  - Nothing about me without me (planning review)
  - Personal Outcome Measures

- People develop self-determination capacity
  - Research best practices and technology
  - Clinical supports (Neurofeedback, Awake Labs, Safe and Sound)
  - Behavioral Support Plans
  - Clinical Supports
  - Staff training and development

Self Determination and Choice

Indicators:

People contribute to their communities

- Reset of Self Advocate Council
- Core Gift Interviews and database
- Social Capital Mapping

Community Settings

Indicators:

- People live in communities
  - Utilizing personal outcome data to plan for integrated living options
  - SEE program
  - Employment Team

- People achieve personal goals and outcomes in communities
  - Utilizing Personal Outcome Data

Community Settings

- People have responsibilities in the community
  - Core Gift Interviews/Database
  - Employment (new pre-employment roles)
  - Valued Social Roles

Social Capital

Indicators:

- Communities promote social capital for all people
  - Develop Core Gift database
  - Complete Organizational Social Capital self assessment (Al Condeluci)

- The organization and civic networks enhance Community Life for all people
  - Social Capital Mapping (individual and organizational)

Community Partnerships

Indicators:

- The organization defines and exercises its responsibility in building social capital
  - Organizational Social Capital Self Assessment

- The organization enables people to participate in community development activities

- The organization involves community partners in the affairs of the organization

Indicators:

- The organization's members assume leadership positions in community activities

- The organization recruits community representatives for leadership positions

Shared Leadership

Indicators:

- All people demonstrate leadership and responsibility
  - Develop mentoring process for new employees
  - Implement a formal employee evaluation that is supportive and focusses on growth and development
  - Core Gift Working Group

- Organizational participants contribute to the goals and priorities of the organization
  - Reset of Self Advocate Council
  - Core Gift Working Group
  - Wellness Committee
  - QIT
  - TBFN

Continuous Learning

Indicators:

Organizational participants develop relevant skills and knowledge.

- Families
  - Maintain and Strengthen Partnership with Thunder Bay Family Network

- People Supported
  - Reset Of Self Advocate Council

- Employees
  - Develop mentoring process for new employees
  - Implement a formal employee evaluation process that is supportive and focusses on growth and development
  - Core Gift Working Group
  - Utilize Q12

Continuous Learning

Indicators:

- Organizational participants contribute to networks of trust and reciprocity
  - Develop Core Gift database
  - Incorporate leadership/growth/development opportunities in employee performance review process

Open Communication

Indicators:

- The organization promotes communication between and among staff, families, and people supported
  - Assess current processes for communication and stakeholder engagement

- The organization communicates its mission, priorities and management plan
  - Develop formal communication plan utilizing various methods (Sharing success forums, website, newsletter, presentations etc.)

- The organization has procedures for soliciting input from people served, supporters and the community.
  - QIT to develop process for annual stakeholder surveys, forums

Open Communication

Indicators:

- The organization demonstrates how learning causes change.
  - Good News stories utilizing a variety of media

Continuous Improvement

Indicators:

- The organization determines that its support are meaningful to each person
  - Person centered planning
  - Personal outcome interview data

- The organization integrates learning into practices that support outcomes
  - System to integrate personal outcome measures into planning process
  - Develop Personal Outcome Measures data base and tracking system
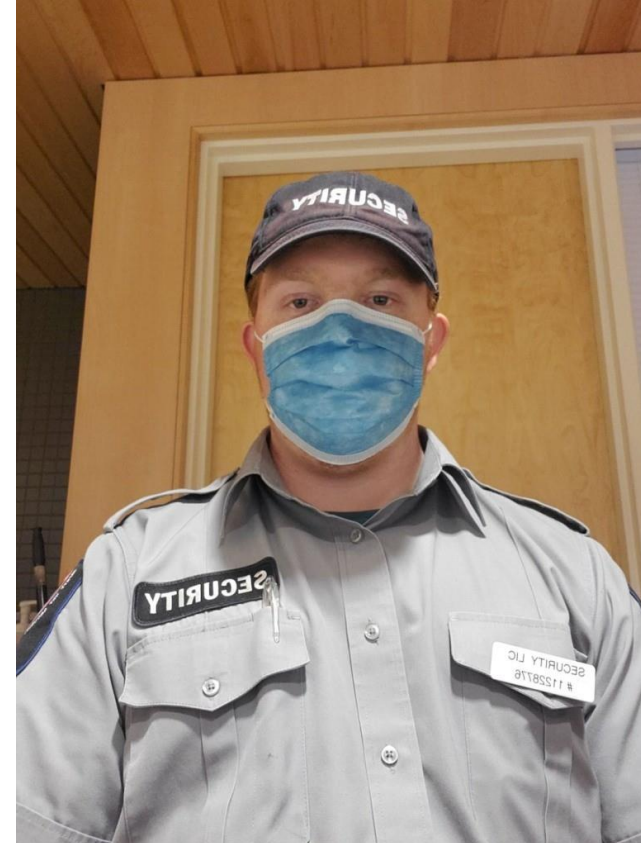
Continuous Improvement

- The organization does ongoing quality improvement
  - Personal outcome interviews
  - Biannual self assessments
  - Surveys
  - Q12 sessions with employees

- Quality improvement includes the collection and analysis of data related to quality assurance, quality improvement and quality of Community Life
  - Development of a formal KPI process based on aggregate personal outcome data
  - Develop a data base personal outcome data

Next Steps

- Senior Team to complete action plan for each indicator
- Review plan with QIT, Management, EERC and Board
- Develop ongoing reporting process for Management and Board