

Strategic Plan – Quick Review at a Glance (April 2019)

Strategic Goal – Continuously work to provide service that are:

1. Innovative

- First Connection - responsive brief services at front door
- Lean Green Belt Projects - Electronic Referrals and Complaints Portal
- IT and Communications - Zoom, HRIS, Sharipoint, Brd Room Technology
- One day Triple P
- New Policy and Procedure Review Process

2. Equitable

- Courageous Leadership Training - Senior Leadership
- Board Recruitment
- Revised Diversity, Inclusion and Equity Policy -
- Sherbrooke Project
- Fairstart Review and Re-development

3. Quality

- Board Quality Committee and Dashboard
- Quality Management System - Quality Assurance, Performance Management Risk Management
- Quality Assurance - File Audit, Stakeholder Survey,
- Performance Measurement - wait times, work load, client experience, outcomes
- Risk Mangement - Near Miss Program, Risk Matrix Project

Strategic Objectives – Pathways to Innovation, Equity and Quality through,

