

BeConnected's 2018-2020 Strategic Plan Summary Report

VISION

To provide the supports you need, for the life you want.
For individuals, families, and the agency to Be Connected in Community

BeConnected Support Services will deliver on its vision and mission by means of the following strategic goals:

1 That BSS delivers dynamic services to persons supported & be the service provider of choice to individuals and families.

Key Actions

- Recognize individuals whose changing wants/needs would be satisfied by a change in living environment
- Provide PSI Services
- Look at existing sites for opportunities to increase capacity and accessibility
- Review and revitalize day services to increase quality
- Expand geographical area of service
- Maximize choice for individuals
- Maximize opportunities for community integration
- Develop capacity to manage internal crises
- Develop capacity to manage external crises
- Expose BSS services to potential new individuals/families
- BSS supports a ↑ # of young persons served
- Continue essential supports to SABF
- Strengthen family engagement and support for the organization

2 That BSS maintain organizational health

Key Actions

- Continue to regularly seek & respond to input from individuals, families, staff, and other stakeholders
- Measure the effectiveness of our services & create mechanisms to improve service quality based on the results
- Conduct review of strategic plan progress annually
- Conduct review of CARF-based Quality Improvement Plan progress annually
- Facilitate and support the activities of BSS committee structure
- Maintain BSS Health & Safety Program
- Maintain personnel orientations, performance appraisals, and goals
- Respond to Request for Qualifications/ Proposals that are in sync with agency vision for growth
- Maintain an agency successionship plan for key roles
- Relocate Head Office to a location with more space
- Relocate Duncan Office to a space with the capacity for Crisis Response

3 That the agency & its work be positively profiled in the community. That BSS be a leader in Community Living

Key Actions

- Maximize marketing activities with a recognizable and consistent public image
- Maximize opportunities for student practicum's at BeConnected
- Increase community profile through participation in community events
- Increase professional and educational affiliations by participating on multi-agency projects
- Enhance proactive advocacy
- Sponsoring and Fundraising Non Profit Events and Organizations

4 That BSS be the Employer of Choice.

Key Actions

- Identify labour market and industry trends; engage in pro-active creative recruitment & retention of quality support staff
- Build relationships with community organizations
- Maximize staff morale and retention through workplace initiatives that promote well-being, and by recognizing & demonstrating appreciation of committed, competent employees
- Maximize opportunities for up to date training and professional development for staff and contractors
- Continue to make every effort to provide personnel with competitive compensation

5 That BSS use technology to support efficient and effective operations.

Key Actions

- Implement new technologies for more efficient operations, effective service delivery and performance improvement
- Enhance use of Social Media for communication, connection and engagement
- Increase use of assistive technology by persons served
- Increase knowledge and competency around technology for staff

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Achievements from the Previous Plan (2015-2017)



- * Expansion of services to Duncan, Nanaimo, and Comox Valley and opening a second administration office to support the Cowichan Valley and northwards (2016)
- * Made One Day an annual celebration (2015-2017)
- * Successful RFQ for Residential Services Mid and North Island (2016) and Personalized Supports Initiative throughout the Island (2016)
- * Rolled out our New name – new brand – new website (2014-2017)
- * Created a new annual report to analyze engagement on our social media accounts (2016)
- * Opened Cowichan House (2015) which become Valley House (2017) to return the individual to their home community.
- * Opened Highrock House – respite home for Children and Youth (2016)
- * Opened Hybury House to meet the needs of 1 and then 2 individuals (2016)
- * Provided personnel & resources to support and maintain SABF/SABF Cowichan Valley (2015-2017)
- * Expanded relationships with post-secondary institutions to support University of Victoria practicum students (2015-2017)
- * Hired a Coordinator of Community and Employment Inclusion Services (2016)
- * Hired a Coordinator of Communications and Special Projects (2017)

