

Business Improvement Plan 2018(BIP)

-Presented to the Board of Directors as part of Executive Director's Performance Review- April 2018

It is important to note our ED evaluation process includes a self-reflection assessment and the concept that assessing how the agency outcomes are being achieved is based on not just an annual ED review but providing feedback at anytime during the year.

The 2018 Business improvement Plan is the overall operational plan for IMLKS. In other words, it's the plan we use to track and monitor our achievements as an organization. The key processes built into the BIP-the findings of 2017 Outcomes Management Report, and the 2017-2022 Strategic Plan.

The BIP is broken down into the themes discussed through out the 2017-2022 Strategic Plan

- (1) Individualized Support/ Person Centered Planning:** IMLKS is committed to developing and delivering services that are relevant and meaningful to each individual and family. Acquiring a genuine understanding of each individual/family is the basis to good planning and the start to good services provision. Beyond planning, IMLKS must be flexible as possible in order to respond to the diverse and every changing support needs of the individuals it serves. Thus, once support needs, choices and expectations are identified in the various planning processes, the agency will be prepared and

required to adjust or reorganize services to the extent that it is capable, in order to best accommodate the person served.

- A.** IMLKS will continue to support individuals and teams with Person Centered Planning via team meetings.
- B.** The orientation and appraisal processes will be revised through user-design and feedback loop process.
- C.** IMLKS will continue to host in-person meetings and feedback sessions with all of IMLKS stakeholders and supporting conversation at all levels to achieve a deeper understanding and work towards “getting to what matters” (i.e. through planning meetings with families, at team meetings, etc.)
- D.** Establish regular family contact
- E.** IMLKS will work collaboratively to provide support and resources as individuals and their families navigate the aging process. This will include developing responsive services and providing information about Representative Agreements and providing more training for individuals, families and employees.

2. Data collection through Sharevision and Survey Monkey

A. IMLKS will fully implement and utilize Sharevision as a tool for tracking outcomes of goals. Each year we will roll up the goal section for each person served as well as the agency as a whole. This data will allow us to focus on where people’s lives require more support and give us information on how we can improve our services.

3. To increase awareness of diversity and the rights of person served- service delivery goal on business improvement plan.

- A. IMLKS developed a Cultural Competency and Diversity Plan Aug 23rd 2017.
- B. We have discussed our cultural competency and diversity plan at team meetings as part of education all staff. We will continue in the coming year.
- C. Employee's will watch with person served at least 3 videos' a year through Conversation's That Matter.

4. To increase the completion of performance reviews for all staff to incorporate more measureable performance objectives. To move to setting a month where all reviews will be completed each year- Human Resource goal for the business improvement plan. This will be completed starting each year in March 2019. All staff is working on having measurable performance goals.

- A. We started doing this Feb/March of 2018 and it appeared to work well.

5. Continue to improve individual support plans for each person served- service delivery goal on business plan. We continue to focus attention to this goal. In preparation for our CARF Survey in April 2018 and as part of our budgeting and sustainability analysis we are currently reviewing the standards of how we provide services, we had no complaints or concerns forwarded for last year.

6. Continue to address high and medium risks identified on the risk management plan and further develop our risk management tools to identify risk. Risk management goal on the business plan. This is done annually. This year we added more on addressing risks to staff by person served.

7. To complete the move to Sharevision for record keeping on person served, policies, and personnel certification tracking. Tech plan- new server (sharevision) has been implemented and the transition of information is continuing.

8. Continue to evolve and implement our outcomes framework by continued use of surveys, increasing by 50% the return of surveys and use of other methods to receive feedback on our services. Survey returns continues to be a challenge and to address this we will follow up via telephone and complete the surveys via telephone. We had a self-advocate complete the person served surveys with individuals during their rights reviews, this was successful as 10 out of 12 individuals completed the survey. One challenge was not all the questions were answered.

9. Community Partnership- Relationships are a definite strength and asset for IMLKS. The agency prides itself on working with professionals, groups, and community in a collaborative and reciprocated manner. IMLKS has great strengths to offer our community partners and in turn, welcomes the contributions and collaborations of our diverse community partners.

IMLKS will work with current and new partners in innovative ways to achieve shared goals, ventures and learning.

A. IMLKS will continue to partner and work with the Interior BC Community Services Co-operative.

B. In addition to using survey's IMLKS will engage our community partners in a discussion about the agency's overall practices regarding access, effectiveness, efficiencies and service satisfaction.

10. To evaluate employee-workplace health, safety, wellness, Appreciated and Well Connected Workforce: We recognize that the success or failure of our services rest in a critical way in the hands of our employees. We will seek to foster an environment of collegiality and mutual respect wherein feedback is welcomed and encouraged, and where staff is inspired by example to perform to the best of their capabilities. A healthy, appreciated and well-connected workforce will not only benefit our employee's on multiple levels and in multiple ways but it will strengthen the Agencies services and ability to achieve our mission and vision. Our practices around human resource management and particularly our dedication and expertise in the areas of staff training and professional development continue to be a key commitment. To provide tools for work life balance and support to staff- Health and safety goal on business improvement plan. A focused attention to this goal continued this last year and in to this current year and we continue to implement strategies discussed last year with HR and identified in the HR review we did in 2018.

A. IMLKS will conduct employee survey's Feb of each year

- B. Enhance and implement a training calendar to make training and employee development more accessible and responsive to employee's needs and developmental paths.
- C. Encourage employee's to utilize the EFAP program for work/personal balance when needed.