

Updated March 2020
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Business Improvement Plan 2023(BIP)

The 2023 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 2022 Outcomes Management Report, and the 2022-2027 Strategic Plan.

The BIP is broken down into the themes discussed throughout the 2022-2023 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 service 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 change, 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. Meeting may be in person, via phone or zoom.
- 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 as able 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.

B. IMLKS will utilize Sharevision to start tracking certification renewal dates.

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 it will be reviewed as needed, updates will occur as needed.
- 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. Person's served will be offered to watch video's about internet scams and protecting their identity and bank accounts. Employees will take part in diversity training as offered.

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 April. All staff are working on having measurable performance goals.

- A. We changed annual reviews till April/May of each year to align with global uplifts.
- B. Streamlining annual reviews each year continues to be successful and holds employees accountable. We continue to see growth in our employees as a result. This process also benefits the individuals we support.

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.

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 as needed.

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 through telephone and complete the surveys via telephone. We had a self-advocate complete the person served surveys with individuals during their rights reviews, this had been successful in previous years, due to the high number of cases still in our community with COVID we had a more challenging time completing surveys for person served.

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 with Kamloops Society for Community Inclusion on affordable housing.

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

into this current year and we continue to implement strategies discussed last year with HR and identified in the HR review we did in 2022.

- A. IMLKS will conduct employee survey's in March/April 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 employees to utilize the EFAP program for work/personal balance when needed.
- D. In 2022 IMLKS developed a Wellness Program.