

Strategic Plan Year 4 Report Card

Every year, Brantwood Community Services sets work plan goals and activities that align with our 5 year Strategic Plan. At the end of each year we evaluate how we did. The following report card shows areas we have been working on and how we did over the last year. March 31, 2010.

What do the grades mean?



THUMBS UP: We met our goal and have a pretty good handle on things.








We did OK: We met the goal, but didn't do as well as planned but feel like we're on the right track.





We're working on it! We didn't meet the goal, and we still have some work to do.











What We Wanted to Do	Our Grade	Comments
SERVICE ENHANCEMENT:		
Develop and enhance alternative housing options		Secured 2 units in new Habitat for Humanity build. City of Brantford to include developmental disabilities in priority screen for housing. CMHC Application in process for new build/units.
Develop individualized supports at the Transition to Independent Living Apartments		CT independently uses public transportation, plans menus & purchases groceries. Friendships have been maintained and new ones developed. New Staffing model (Paris Rd) that focuses on SIL style supports
Proactively utilize resources and develop innovative residential options		Partnering with community agencies and DSO to address community emergencies by providing respite. Providing other agencies with training to enhance their service delivery. Brantwood chairing local planning committee "Service Solutions".
Increase by 25% purchase-of-service revenue for in-home, out-of-home, community-based respite provided by Brantwood		Lower revenue than projected due to COVID-19 pandemic Fiscal year end reflected a 30% increase.
Sustain Work-Abilities Program		Work-Abilities re-launched as a fee-for-service option but has NOT had a lot of interest to date.
Explore services for those experiencing Autism.		Numerous service options (Sensory classes) now available through new Abilities Centre Programs.
Increase use of Abilities Centre (AC) as a community resource.		Partnering with KWHab, DS Agency, to review and improve user experience on MyCommunityHub. New before and after hours respite at the AC assists families to achieve work-life balance. Expanded social media promotion of classes & "fun". Several community tables now meeting at Abilities Centre (Brant Manages, BCCC, Local OHT)
COMMUNITY OUTREACH		
Increase engagement with families, community and people supported.		'Parents Helping Parents' Resource Group meets monthly. 12 families regularly attending and are using the forum to receive and share information, build connections etc.

		<p>Launched 'city-approved' community garden project at The Abilities Centre with grant support from City of Brantford and collaboration with GRCHC.</p> <p>Over 100 people attend Annual Strawberry Social in May Hosted Chamber of Commerce Business after Hours reception. 80 + attendees.</p> <p>Kiwanis Aktion Club meets bi-weekly. 14 members who enjoy social activities, volunteering, etc. Plans are underway to formally charter the club.</p> <p>Evaluated and established new volunteer and student roles that support Brantwood's mission, values and goals. Identified group based volunteer and student opportunities which have been filled by Westervelt and Laurier</p>
Develop training service for families and staff hired by families		<p>Delivered DSP Certificate course during June & July to eight (8) participants and additional five (5) in fall. Planned parent training session on "hiring your own worker" postponed due to pandemic.</p>
Increase program offerings with Abilities Centre partners		<p>Newly expanded Abilities Centre Fall Leisure Guide launched—more class offerings in collaboration with Alzheimer Society.</p>
Position Brantwood as an Employer of Choice		<p>Continued partnership with Workforce Planning Board of Grand Erie in areas of labour force management (i.e. Brantjobs) and training.</p>
Increase opportunities to collaborate on initiatives that enhances lives of people with disabilities		<p>Held 3 Share Shops with 12 organizations who deliver learning and leisure supports.</p> <p>Began new partnership with Dr. Jacques Pelletier to support SIL team with challenging behaviours, community supports and positive system approaches.</p> <p>Partnered with Infection Control (IC) Specialist to develop enhanced IC processes during the COVID-19 pandemic.</p>
Implement new technology to enhance supports and independence of people with disabilities		<p>Technology goals created and achieved including Facebook profiles and email accounts to support communication with family and friends, self-administration of medication, Alexa Google Home/Alexa to provide information.</p>

CAPACITY DEVELOPMENT

Expand provision of back office supports		<p>Back Office Corporate services expanded to provide housekeeping and maintenance to FCCB beginning November 2019, AND</p> <p>Provision of Finance and Accounting to CL Six Nations effective October 2019 and IT support effective January 2020.</p>
Enhance communication across agency		<p>Employee Portal to website implemented in April 2019</p> <p>Employees can access email, CARM, Policy Tech, Pay Stubs, P Card statements, meeting room bookings.</p>

Enhance HR communication and efficiency through integration of SAGE and CARM, electronic time cards		HOOPP information and paystub viewing sessions held. CARM/SAGE and Electronic time cards to be carried forward into 2020/21.
Develop new connections to access an untapped labour market ensuring staffing level stability		Epic Job Fair featuring Brantwood Champions at high school career event – over 2000 students attended St. Leonard’s Community Job Fair providing on the spot interviews to community members Participated in job and recruitment fairs with Mohawk and Fanshawe colleges Westervelt College presentation led to 12 interviews and six part time hires 3 Summer Student positions approved and filled in 2019 and new applications submitted for summer of 2020. Ongoing on site recruitment fairs.
Training and development in line with evolving organizational needs.		Launched Brantwood DSP certificate to 9 participants; resulted in 4 DSP hired. NEOC “Conversations that Matter” meetings generated plan to build on strengths and ensure Brantwood continues to be a good place to work. 3 Person Centred Trainers now on site. New model of PCT works directly with locations focusing on specific planning and outcomes for people supported. 2 new DSP Safety Care Trainers
Develop Safety Care Committee to review/revise training/ provide targeted team training and review data to shift culture of ‘behaviour’ to ‘communication’.		Committee reviewed feedback from participants to revise training PowerPoint revised and implemented in September One new DSP trainer completed Train-the-Trainer Identified need in 2020 to focus on alternative training times and days (evening or weekend)
Upgrade audio/visual equipment in Multi-Purpose Room.		Completed upgrades to MRP equipment in July 2019 – 120” projection screen, ceiling mounted projector and audio system, microphone, presentation podium with multi-media connections. Renovated Training room.
Implement service-based goals measuring individual and program outcomes.	 	Service Outcomes identified and documented in 2019 CARF Quality Improvement and Strategic Directions Report.
Demonstrate adherence to Internationally recognized standards of quality program service delivery.		Brantwood awarded a 3 year international CARF accreditation.