



PLANNED OUTCOME	PLANNED ACTIVITY	Strategic Plan Goal Alignment	ACTUAL ACTIVITIES/OUTCOMES
<b>SERVICE ENHANCEMENT</b>			
1. Develop and enhance alternative housing options based on the integration of optimal service design (Multi Year Residential Plan)	1a. Continue to develop individualized supports at the Transition to Independent Living Apartment.	1.1	
	1b. Collaborate with DS planning, Regional Service System Planning Table and MCCSS to proactively utilize resources and develop innovative residential options.	1.1 2.2.	
	1c. Submit application to CMHC (National Housing Strategy) to build 5 apartments on site at Brantwood Community Services	1.1 2.2	
	1d. Secure a minimum of one accessible unit in Habitat for Humanity's new build in north Brantford.	1.1 2.2	
2. Further expand efforts to increase passport business.	2a. Increase by 25% purchase of service revenue for in home, out of home, community based respite provided by Brantwood.	3.4 1.1	
	2b. Transition Work - Abilities to fee for service model offer.	1.2 1.1	
3. Explore and pursue Autism services.		1.1 1.4	



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4. Continue promotion of the Abilities Centre as a community resource.	4a. Update and promote seasonal program offerings through social media, website, new seasonal Resource Guide and Mycommunity Hub.	1.3	
<b>COMMUNITY OUTREACH</b>			
5. Increase engagement with families, community and people supported.	5a. Facilitate and grow Brantwood’s Parent Resource Group.	2.1	
	5b. Develop training services for families and staff hired by families in the following areas: E.g. Open Future Learning, Safety Care, Health & Safety, PC Planning, Training and Evaluation for Staff Performance, ESA 101/OHSA 101, Difficult Conversations and Brantwood DSP Certificate.	2.1	
	5c. Develop and facilitate Aktion Club to build citizenship and inclusion with local Kiwanis Service Club.	2.1 2.2	
	5d. Further develop linkages and service offerings to attract secondary school and TAY population.	1.4	
	5e. Contribute to local labour force planning ensuring Brantwood is aware of and influences initiatives/lobbying.	2.2 2.3	
6. Develop, collaborate and partner on initiatives that	6a. Develop and facilitate Share Shop Networking group that brings together	1.1 1.2 1.3	



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enhance the lives of people with disabilities	Sector partners delivering learning and leisure programs.	2.2	
	6b. Partner with County and Municipal partners to position Brantwood as an Employer of Choice.	2.2 2.3	
	6c. Work with area high schools to provide a technical research co-op opportunity.	1.1	
	6d. Research, develop and implement new technology including wearable technology and communication Apps to enhance the supports and independence of people with disabilities.	2.2	
	6e. Increase program offerings with the Abilities Centre partners	3.4 1.3	
<b>CAPACITY DEVELOPMENT</b>			
7. Diversify Funding Streams	7a. Expand provision of back office supports including maintenance/housekeeping, kinesiology, nursing and seating to other non-profit organizations.	3.4	
8. Enhance communication across the agency to ensure planning, consistent supports, problem solving and recognition.	8a. Implement: <ul style="list-style-type: none"> <li>• Peer to peer initiatives</li> <li>• Employee Portal</li> <li>• Dude Solutions (Maintenance software)</li> </ul>	3.1	



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	8b. HR to provide information sessions on employee focused topics including HOOPP and paystub viewing.	3.1	
9. Enhance HR communication and efficiency.	9a. Integration of SAGE and CARM to a paperless system.	3.1	
	9b. Implement electronic time cards.	3.1	
	9c. Offer information sessions on employee focused topics including HOOPP and paystub viewing.	3.1	
10. Continue improvements to the recruitment and selection process.	10a. Develop new connections with local government employment services, colleges, etc. to access an untapped labour market ensuring staffing level stability.	3.2 2.2	
	10b. Evolve recruitment and selection to market Brantwood as an employer of choice utilizing DSPs in the process and implementing new recruitment events.	3.1 3.2	
11. Ensure ongoing training and development to enable staff to be effective in a consistently evolving service and organizational development environment.	11a. Provide regular opportunities via “Conversations that Matter” group for DSPs to connect and share best practices.	3.3	
	11b. Identify DSPs strength in person centered independence and link to	3.3	



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	outside training and development opportunities.		
	11c. Identify and connect all levels of employees to Sector and community partners for development, increased capacity and service enhancement.	3.3	
	11d. Develop a Safety Care Committee that reviews/revises training, provides targeted team training, and reviews data to shift culture of “behaviour” to “communication”.	3.1 3.3	
	11e. Upgrade audio/visual equipment in Multi-purpose room to enhance user experience and capabilities of events.	1.3 3.3	
12. Develop and deliver service based outcome goals as a basis to assess and report on organizational effectiveness.	12a. Implement service based goals measuring individual and program outcomes.	3.5	
	12b. Implement dash board to report on Brantwood’s service outcomes.	3.5	
13. Achieve CARF Accreditation.	13a. Complete Self-Assessment, update processes and/or policies and prepare sites.	3.5	