



BONAVENTURE
SUPPORT SERVICES

Strategic Plan Outcomes Review 2022

Mission:

Dedicated to common-unity, holding space where people are empowered.

Vision:

To cultivate an environment dedicated to unlocking the potential of self and community

June 2022: 3 Day Strategic Plan- Leadership Team

- Created new Mission and Vision Statements
- Reviewed Program Culture Statements
- Reviewed Program SWOT Analysis
- Reviewed survey outcomes
- Analyzed Employee onboarding and exiting demographic Report (Cost Vs Expense)
- Created 4 strategic focus Goals.

1) Community Partnerships

- a) Build stronger partnerships with Education Centers, creating a BSS Liaison person: increasing practicum student development and training
 - Be the point person for recruiting practicum students, new hiring packages, initial training for program placement
 - Work collaboratively with school liaison, present a BSS presentation to classroom students.
- b) Build on community presence and participation
 - Host an annual event.
 - Participate and or volunteer in community events.
- c) Inter-agency Meet Ups
 - Host annual training workshop/ seminar
 - Join inter-agency groups (Home share, self-advocacy, recreation group).

2) Recruitment and Retention

- a) Devise creative ways to recruit and increase visibility
- b) Recruit qualified applicants by organizing or participating in job fairs (effective table presentation)
- c) Create retention incentives (referral program etc.)
- d) Prioritize professional development with the focus on succession planning
- e) Tap into inhouse talent (create a talent resource document, utilizing skills and ability of all).

3) Professional Development

- a) Mental Health awareness (education and resources)
- b) Host annual seminars with guest speakers
- c) Create diagnosis specific training modules
- d) Develop internal talent.



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4) Program/Individual

- a) SMART Goals (ongoing tracking and monitoring goal progress)
- b) Increase individual/stakeholder communication/feedback.

Extenuating and Influencing Factors that may impact results

- Change over in leadership personnel
- Cost of living increases don't match contractual budgets
- Pandemic- Retention, LOAs, (sick, stress)
- Increase in mental health.

Reflecting on the progress of the year- March 2023

1) Increase Community Partnerships:

- Created a PT Practicum Coordinator Position (Sept 2022)- Collaborate with school institutions, onboarding /training practicums: Placed 8 students, hired 4 into permanent positions (Dec 2022)
- Created a monthly *Self Advocacy Group* in Aug 2022. The December group hosted and invited other agency participation.

Goals:

- Create a monthly Hot Meal/Fry Bread Friday- Community event
- Create a volunteer group/committee (quarterly) – The Group participates in an existing group and volunteers to support the cause.

Reflection:

Managers need more capacity to develop this idea.

We did, however, have one coordinator oversee the practicum placement requirements. Developing this area will require creating a monthly group/committee that has the capacity to explore and develop. This may be an invitation for an internal candidate to take this role on.

2) Recruitment and Retention

- Hired 2 managers from support roles- in-house talent
- 2 Program Managers split time to develop 2x4 hrs Onboarding (Bon-Boarding) training sessions. Started with 1x 4 hrs, added second day 1x4 hrs ShareVision Training
- Participated in Job Fairs- May/Aug
- Revamped Job Postings
- Bonaventure 101- Full executive participation and facilitation.

Goals:

- Create an Incentive/Initiative Program



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Reflection:

We hired a new HR Director in October and 8 weeks later resigned. This put extra pressure and strain on departments. A new position wasn't filled until Jan 2023, therefore HR incentives and initiatives are on hold.

3) Professional Development

- Revamped 2023 Annual Competency
- SafeTalk/ASSIT Training offered with a focus on Harm Reduction training opportunities.

Goals:

- Quarterly dynamic motivation trainer (Agency Invite)
- Increase Mental Health awareness and training skills (culture).

Reflection:

Monthly we have a lot to offer in the way of training: Gift of Knowledge and regular invites to workshops or online training offered. This would be a great time to expand on group training, invite large groups to workshops, speakers etc. Mental Health is on everyone's mind and a general daily conversation. Exhaustion, frustration is apparent and more requests for LOA reflect stress, compassion leave etc.

4) Program/Individual

- SMART Goals- Tracking and monitoring on ShareVision
- Person centered language- Revamped section 3 Program Policy
- Create 2 x survey feedback annually- Program suggestion box
- CI created *Roadblocks* (communication platform for Individuals to share accessibility challenges and concerns so to remove barriers)
- 2023 Competency calendar includes quarterly training schedule for supported Individuals.

Goals:

Creating a culture that really serves our individuals, considers, and respects choice, empowering all to achieve their goals despite employee preferences. Language, support, etc. should all reflect this. We have come a long way in creating a new culture that's person centered and really values and honors choice.