



Strategic Plan Goals Objectives Review (Progress Report) 28-Apr-16

CMHA Niagara will demonstrate its commitment to continuous quality improvement and risk management in CLIENT SERVICE and MANAGEMENT PRACTICE.




GOAL	OBJECTIVE	DUE DATE	STATUS
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LEGEND 0-50% complete: red, 50-99% complete: yellow, 100% complete: green





A. CLIENT SERVICE

A.1 Evaluate and identify best practice in our programs and delivery system




1.1 Each program will have a completed and approved (Client Advisory Committee) welcome package.	30-Mar-16	
1.2 Each program will have a completed and approved (Clinical Leadership) standardized orientation and training package.	30-Mar-16	

1.3 Demonstrate increased fidelity for IMR with 90% target achieved.	30-Mar-16	
1.4 Demonstrate 50 % improvement in clinical file notations through random audit.	30-Mar-16	
1.5 Continue improved trauma informed care with a 75% target achieved.	28-Feb-16	




A.2 Increase the participation of clients throughout the Branch

2.1 Minimum 3 clients sharing stories at Branch meetings.	30-Mar-16	
2.2 Completion of at least one project resulting from client surveys led by the Client Advisory Committee.	30-Mar-16	
2.3 Include three client stories in tri-annual newsletters.	30-Mar-16	
2.4 Minimum 25 clients completing computer based self OCANs.	30-Mar-16	


A.3 Improve transitions for clients between internal/external services and community

3.1 Complete documented internal processes and procedures, approved by ISQ , for internal referrals.	30-Jan-15	
3.2 Implement an internal gaps work plan, approved by ISQ.	30-Mar-16	
3.3 Complete crisis mapping project (COAST, Mobile, USS, PERT , Safe Beds, Withdrawal Management) with protocols accepted by all partners.	30-Mar-16	

A.4 Increase public information and advocacy




4.1 Demonstrate increased traditional and social media presence with a 10.8% target achieved (pre and post)	28-Feb-16	
4.2 Complete all activities on social media policy.	28-Feb-16	
4.3 Complete plan for new Safe Beds location.	30-Mar-16	

A.5 Enhance the use of volunteers for client service



5.1 Demonstrate increased awareness of volunteers by staff members with a 100 % target achieved (pre and post)	30-Mar-16	
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B. MANAGEMENT PRACTICE

B.6 Align key issues and concerns with standard expectations in performance

Mandatory training requirements (FA, MHFA, NVCI, Assist, Safe Talk, CPR C) are completed by at least 90% of staff	30-Mar-16	
6.1 Improve Psycho- Social Health and Safety in the Workplace specific indicators with a (72,81,76)% targets achieved : #2 Organizational Culture, #4 Civility and Respect, #9 Workload management.	30-Mar-16	
6.1 All full and part time staff has completed review of Level II competencies.	30-Mar-16	

B.7 Identify and develop future requirements regarding sustainability and continued best practice

7.1 All recommendations initiated regarding sustainability report.		
7.2 All CRMS relevant data staff will receive quarterly simplified client target reports. (FIS)		

7.3 Staff at Branch meetings will demonstrate increased awareness of balanced scorecard with a 80% target achieved (pre and post)



B.8 Align service delivery and explore synergies that enhance client service

8.1 Partnership action plan completed.



8.1 A minimum of 5 staff and or management will demonstrate satisfactory use of CMHA national portal for program knowledge exchange.

