

# CMHA NIAGARA

## Strategic Goals and Objectives



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Health Association  
Niagara  
*Mental health for all*

## Strategic Statement

CMHA Niagara will demonstrate its commitment to continuous quality improvement, client safety and risk management in client service and management practice.



# CMHA NIAGARA - Client Service

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

1.1 Develop and implement a standardized format for best practice implementation and evaluation of existing and emerging programs at CMHA Niagara.

1.2 Develop a standardized care plan format.

1.3 Each of 5 programs (Justice, Community Support, Safe Beds, Transitional Housing, Urgent Support Services) will initiate the use of a newly developed standardized care plan format.



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## 1. *Evaluate and identify best practice in our programs and delivery system (continued)*

1.4 Client welcome package implemented.

1.5 Standardized orientation and training package completed.

1.6 75% of front line staff will have received trauma screening and utilize a trauma informed checklist.



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## 2. *Increase the participation of clients throughout the Branch*

- 2.1 Developed organizational framework for implementing and maintaining a culture of client and family centred care.



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

3.1 Clinical/program mapping report with recommendations completed and initiated.

3.2 Crisis mapping recommendations completed.



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## 4. *Increase public information and advocacy*

4.1 Maintain increased social media presence.

4.2 Complete plan for new Safe Beds location.



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## 5. *Enhance the use of volunteers for client service*

- 5.1 Demonstrate increased awareness of volunteers by staff members (from pre and post test results)



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

6.1 Mandatory (FA and CPR, Safe Talk or ASIST depending on position) and required (Safety Care, Trauma, Conflict Resolution, Food Handling, WHMIS ) training (depending on position) are completed by at least 90% of staff.

6.2 3 Core competency activities will be held by each program area including administration.

6.3 90% completion of revised “Engagement and Performance Review” assessment.



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

7.1 Each Manager will have a completed work plan regarding at least one key area of concern as rated by the Psycho Social Health and Safety in the Workplace survey.

7.2 Present financial sustainability plan at a Branch meeting.



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## 8. *Align service delivery and explore synergies that enhance client service*

8.1 At least 3 staff members will be trained as integrated community leads.

8.2 Approved and installed ClinicalConnects in Safe Beds.

8.3 Completed Niagara Safety Plan protocol.



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