



BeConnected

Support Services

Ready. Support. Go.

2024–2026 Strategic Plan

Summary Report



BeConnected developed its strategic plan with input from persons served, personnel, and other stakeholders through our strategic dreaming exercise.

It outlines how we will deliver on our vision and mission and our accomplishments from the previous plan

The plan is reviewed regularly, updated annually as required, and revised on a three year cycle.



Overview



Review of 2021-2023

Strategic Goals

Key Actions

Ready. Support. Go.



2021-2023 Highlights & Accomplishments



Opened Hedgerow House & Galbraith House.

Transitioned Shearwater to an adult program allowing individuals to age in place.



Created a new position to support individuals with Multiple Complex Needs and a Coordinator of Service Quality.

Hired a Human Resource Manager.



Successful three year accreditation from CARF.



Renovated our office in the Cowichan Valley to increase functionality.



Transitioned to electronic scheduling and payroll.

Transitioned annual employee training from paper to an electronic system.



Trained two additional SIVA instructors.

Allowed for increased capacity, frequency, and duration of the course.



Hosted our annual One Day celebration after a two year covid hiatus.



Provided personnel and resources to maintain SABF and SABF Cowichan Valley



2024–2026 Strategic Goals

1

To deliver dynamic services to persons supported. To be the service provider of choice

2

To maintain organizational health

3

To be positively profiled in the community. To be a leader in Community Living.

4

To be the employer of choice

5

To use technology to support efficient operations, effective service delivery, and performance improvement.



Our VISION is to provide the supports you need for the life you want. For individuals, families, and the agency to Be Connected in the community.



Key Actions

BeConnected has outlined essential steps that align with each of our five main goals to help us achieve them. These are identified as “Key Actions”.

Goal 1: Key Actions

That BeConnected delivers a dynamic service to persons supported.
That it be the service provider of choice to individuals and families.

Recognize individuals whose changing wants and needs would be satisfied by a change in living environment

Continue essential supports to SABF

Commitment to supporting individual with complex behaviours

Maximize opportunities for community integration

Add capacity in the mid-north island

Manage persons served crisis internally

Support our younger population (age appropriate activities, transition to adult services, etc)

Strengthen family engagement

Review and revitalize our day services

Introduce BSS services to potential new individuals/families

Reduce barriers for individuals

Maximize choice for individuals

Goal 2: Key Actions

That BeConnected maintain organizational health.

Seek input & respond to input from individuals, family, personnel, & stakeholders

Measure the effectiveness of our services & create mechanisms to improve service quality based on the results

Respond to Request for Qualifications & Proposals

Conduct a review of strategic plan progress annually

Conduct a review of CARF-based Quality Improvement Plan progress annually

Maintain an agency successorship plan for key roles

Facilitate & support the activities of BeConnected's committee structures

Maintain BSS' Health & Safety Program

Maintain personnel orientations, performance appraisals, & personal goals

Expand capacity by developing more resources

Goal 3: Key Actions

That the agency and it's work be positively profiled in the community. That BeConnected be a leader in Community Living.

Maximize opportunities for student practicum placements

Increase community profile through participation in community events

Enhance proactive advocacy

Maximize marketing activities with a recognizable & consistent public image

Maximize marketing activities with a recognizable & consistent public image

Increase professional & educational affiliations by participating on multi-agency projects

Goal 4: Key Actions

That BeConnected be the Employer of Choice.

Maximize staff morale & retention through workplace initiatives that promote wellbeing

Utilize relationships with external organizations to build our staffing pool

Community partnerships

Improve goals of employees on performance evaluations

Identify emerging labour market/industry trends

Maximize opportunities for up to date training & professional development

Engage in proactive & creative recruitment

Maximize morale & retention by recognizing & demonstrating appreciation/ acknowledgement of committed & competent employees

Continue to make every effort to provide competitive compensation

Retention of quality support staff

Goal 5: Key Actions

That BeConnected use technology to support efficient operations, effective service delivery, and performance improvement.

Increase knowledge and competency around technology for staff

Update computer systems across the agency

Implement new technologies for more efficient operations, effective service delivery and performance improvement

Increase persons served use of assistive technology

Enhance use of Social Media for communication, connection and engagement