

## **2013 Business Improvement Plan (BIP)**

The 2013 Business Improvement Plan is the overall operational plan for BACI. In other words, it's the plan we use to track and monitor our achievements as an organization. There are three key processes built into the BIP – the findings of *2012 Outcomes Management Report*, the *Quality Assurance Review*, and the *2011-2016 Strategic Plan*. The three processes are fundamental to BACI's work because they are based on the feedback, input, hopes, and dreams of our stakeholders (the individuals we serve, families, board members, employees, and community partners).

This year's BIP is broken down into the five themes of the 2011-2016 Strategic Plan – **(1) Social & Economic Inclusion (2) Person/Family-Centred Planning (3) Prosperity (4) Community Partnerships (5) Healthy, Appreciated, & Well-Connected Workforce.**

Some of the goals listed are broader in scope because they will be implemented throughout the Association in various ways. Specific and measureable action plans will be developed for each key goal. Where applicable, these plans will be developed, implemented, and monitored by either programs/services and/or the support services team. For the first time, the Management Team will review the BIP and action plans on a quarterly basis using the 'learning loop' model (design-deliver-event-learn) to determine the status of each goal.

**(1) Social & Economic Inclusion:** A central conviction that shapes BACI'S practices is the belief that citizenship (and the rights, privileges, and responsibilities that accompany it) must extend to all Canadians, regardless of whether or not one has a disability. Thus, our goal is not simply to integrate principles of citizenship into the services we provide – such as the right to self determination, contribution, and the freedom from discrimination – but to advocate to ensure these principles are also present for people with disabilities in the wider social and political systems.

- A. BACI will take an active role in promoting the social and economic inclusion of people with disabilities in Metro Vancouver.
- B. BACI will continue to move forward with its 'Employment-First' agenda.
- C. BACI will create a 4 new Community Connectors Positions
- D. Complete the operational goals/processes as listed in the accountability schedules for all Departments
- E. Complete preparations for accreditation survey in May 2014

**(2) Person/Family Centered Planning, Thinking & Doing:** BACI is committed to developing and delivering services that are relevant and meaningful to each individual and family.

Acquiring a genuine understanding of each individual/family is the basis to good planning, and the start to good services provision. Beyond planning, BACI must be as flexible as possible in order to respond to the diverse and ever changing support needs of the individuals it serves. Thus, once support needs, choices, and expectations are identified in the various planning processes,

the Association shall be prepared and required to adjust or reorganize services, to the extent that it is capable, in order to best accommodate them.

- A. Strengthen the practices and tools of person-centred planning throughout the Association
- B. Provide more training related to person-centred practices and values
- C. Revise the performance appraisal tool
- D. Evaluate and revise the outcomes measurement indicators and tools for each program area (effectiveness, efficiency, service access, and satisfaction)
- E. Hold more in-person meetings and feedback sessions with all of BACI's stakeholder
- F. Participate in the second phase of the Quality of Life Initiative

**(3) Prosperity:** Over the years, BACI has been identified as a 'charity.' BACI wants to shift this perspective to one of 'prosperity.' Typically, prosperity is thought of as economic status and wealth. Instead, BACI's agenda of prosperity wants to build financial strength but also generate 'wealth' in areas like: collaboration, assets (both tangible and intangible), partnerships, investments, presence, technology, communication, housing, and community development. Prosperity is about being strong and thriving...moving beyond the status quo. This applies to the individuals and families we serve as well as the Association and community as a whole.

- A. Develop an Intended Impact Statement and Theory of Change
- B. Develop strategies for personal network development

**(4) Community Partnerships:** Relationships are a definite strength and asset for BACI. The Association prides itself on working with professionals, groups, and community friends in a collaborative and reciprocated manner. BACI has great strengths to offer our community partners and in turn, welcomes the contributions and collaborations of our diverse community partners. BACI will work with current and new partners in innovative ways to achieve shared goals, ventures and, learning, The Association must enroll its community partners to the Association's goals, mission, and vision.

- A. Rather than using surveys, BACI will engage our community partners in a discussion about the Association's overall practices regarding access, effectiveness, efficiencies, and service satisfaction.
- B. Develop strategies, partnerships, and training to strengthen the 'Belonging' agenda
- C. Implement the model of Asset Based Community Development
- D. Continue to implement the work and strategies of the 'Ideas for Change' collaboration
- E. Develop BACI's internal and external work and leadership as a Disability Confidence organization

**(5) Healthy, Appreciated, and Well-Connected Workforce:** We recognize that the success or failure of our services rest in a critical way in the hands of our employees. We will seek to foster an environment of collegiality and mutual respect wherein feedback is welcomed and encouraged, and where staff are inspired by word and by example to perform to the best of their

capabilities. A healthy, appreciated, and well-connected workforce will not only benefit our employees on multiple levels and in multiple ways, but it will strengthen the Association's services and ability to achieve our mission and vision. Our practices around human resource management and particularly our dedication and expertise in the areas staff training and professional development continue to be a key commitment.

- A. BACI will implement a Wellness Plan based on the results of the 2012 Employee Workplace Health & Wellness Survey.
- B. BACI will conduct the Annual Workplace Satisfaction Survey in September 2013.