

2014 Business Improvement Plan (BIP)

The 2014 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 *2013 Outcomes Management Report, the Theory of Change*, and the *2011-2016 Strategic Plan*.

The 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. 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 continue with to grow and develop individuals' networks and community connections via the Community Connectors
- D. BACI will participate in the community development project – In With Forward
- E. Complete the operational goals/processes as listed in the accountability schedules for all Departments
- F. Complete preparations for accreditation survey in August 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. Incorporate a strong link to BACI's Guidelines for Planning into the teaching materials used in Person Centred Thinking training
- B. Begin hands on coaching support for Coordinators/supervisors and teams around the redesigned BACI Person Centred Planning process
- C. Convene a working group (spearheaded by the PCT training team) to re-evaluate the current Guidelines for Planning, Reporting and Service Evaluation as well as BACI's Performance Appraisals
- D. Implement the recommendations from the Service Evaluation Review
- E. Evaluate and revise the outcomes measurement indicators and tools for each program area (effectiveness, efficiency, service access, and satisfaction) based on the Impact Evaluation Model
- F. Hold more in-person meetings and feedback sessions with all of BACI's stakeholders, supporting different conversations at all levels to achieve a deeper understanding of what we are charged to do in support of individuals served. (at planning meetings, with families, at team meetings, etc)
- G. Establish regular family involvement in all program/services (Adult Services)
- H. Implement the two pilot projects from the Service Evaluation review
- I. Develop a new framework for stakeholder feedback/evaluation in the IDP Program
- J. Implement the recommendations of the Harms & Clifford Review in Children's Services

(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. Implement the strategies and indicators outlined in the Theory of Change
- B. Explore innovative and alternative housing initiatives
- C. Develop a collaborate working group between the BACI and SOFF Boards to explore and implement resource development and community partnerships
- D. Continue to use the Learning Loop model to bring the 'best ideas' forward and share learning throughout the organization

(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. Develop BACI's internal/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 conduct the Annual Workplace Satisfaction Survey in September 2014
- B. Develop and implement a staff development plan based on organizational values, performance expectations, and self-reflective practices