

# 2022 – 2025

## Strategic Service Delivery Plan

### Trail Association for Community Living



mission

**TACL . . . Taking down walls!**



vision

**A progressive organization committed to providing quality services to individuals with diverse needs.**

### Information Gathering Process



Focus Groups



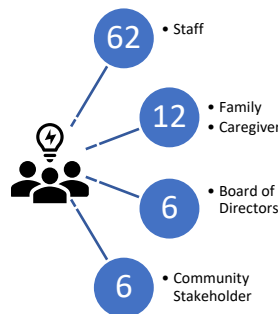
e-Surveys



Interviews



Review of Documentation



1. Sustain existing growth and budget figures over the next fiscal year.
2. Develop capacity for taking supportive housing lead.
3. Meet an 80% success rate for individual goals annually.
4. Meet an 90% success rate for organizational goals.
5. Increase individual attendance accessing programs by 5% annually.
6. Maintain a standard of service satisfaction rate of 80% annually from program participants.
7. Increase the survey response to 80%.
8. Maintain a job satisfaction rate of 80% annually for employees.
9. Decrease the reportable and inhouse incidents by 10% annually.
10. Lost time incidents decreased by 50% until 0.
11. Hire adequate staff to reduce overtime by 50%.
12. Facilitate self-advocates engagement.
13. Improve community information of the Associations role.
14. Implement L.I.F.E. Program out of the Day Program.



objectives

1. Continue with grant applications. Negotiate new contracts when available. Maintain all existing contracts.
2. Continue working with BC Housing
3. Develop and standardize training and materials for SMART goals and PLPs.
4. Track and manage organizational goals through Walker Grids and surveys. Reviewed Quarterly by the board.
5. Encourage groups to attend monthly planning. Have group facilitators provide ongoing reminders. Provide adequately sized and accessible locations for use.
6. Have peers assist in gathering survey information along with the staff.
7. Improve follow up on surveys. Make it a priority to get the completed surveys. Tie it to Performance Reviews. Offer various methods of replying.
8. Provide more training opportunities. Follow up with staff for how to improve.
9. Identify areas we can improve. Add review of all incident reports follow ups to staff meeting agendas.
10. Continue with Health and Safety program.
11. Use Indeed. Encourage practicum students to hire on. Network with the college and stay on the advisory. Engage with other community colleges for graduates.
12. Have quarterly meetings with self-advocates. Develop a budget.
13. Host initial annual community information event. Assess effectiveness and if additional events are required annually.
14. Continue to have staff take ongoing training. Implementation done quarterly. Develop a workshop for L.I.F.E. program referral.



strategies