**COMMUNITY OPTIONS FOR CHILDREN AND FAMILIES**

**STRATEGIC PLAN 2017**

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|  | **VISION** |  |
|  | We believe in building healthy, accessible, and whole communities. We believe in providing creative and innovative service options. We believe in the importance of families and the inclusion and integration of all people. We believe in working collaboratively with community partners towards enhancing the lives of the people we support. |  |
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|  | **MISSION** |  |
|  | To provide quality support service and information to people with disabilities and their families within our community. |  |
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| **OUR VALUES** |
| * We: * Believe that every person is entitled to be fully involved in his or her community. * Believe that each person has the right and is best able to decide what specific resources he or she requires and how those requirements are met. * Believe in the importance of families and are guided by each person’s abilities and dreams. * Acknowledge and respect each person’s right to dignity and choice. * Believe that sharing activities and information brings people together. |

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| **GOALS** |
| 1. An extensive network of diverse, skilled and well supported long-term caregivers is well established. |
| 1. Safe and supported living arrangements are in place that maximize independence. |
| 1. Funding sources are diversified and have been increased to meet the needs of the people we serve. |
| 1. Meaningful community building opportunities are available and accessible for the individuals and families we support. |
| 1. Meaningful employment and volunteer opportunities are accessible for individuals with disabilities. |

**Our Goals and Objectives**

**1. An extensive network of diverse, skilled, and well supported long-term caregivers is well established.**

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| **1** | Increase the number of caregivers who report they are satisfied with their contractual relationship with COCF in the annual satisfaction survey. |
| **2** | Increase the number of skilled caregivers who meet the needs of the individuals and families we serve. |
| **3** | Increase the number of caregivers remaining in service with COCF for 5 years or more. |

**2. Safe and supported living arrangements are in place that maximize independence.**

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| **1** | Increase the number of supported independent living arrangements in place. |
| **2** | Increase the average length of time individuals remain in stable living arrangements. |
| **3** | Increase the % of individuals who have enhanced their living skills as measured by a life skills tracking form. |

**3.Funding sources are diversified and have been increased to meet the needs of the people we serve.**

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| **1** | Increase the percentage of total revenue contributed by fundraising. |
| **2** | Increase the percentage of total revenue contributed by donations. |
| **3** | Increase the percentage of total revenue contributed by grants. |

**4. Meaningful community building opportunities are available and accessible for the individuals and families we support.**

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| **1** | Network within the Victoria social services and education community [eg: VGH, Queen Alex, schools] to bring awareness about what we do and what we need. |
| **2** | Increase the number of individuals and families receiving services who attend CO social events. |
| **3** | Increase attendance at mom’s support group to a minimum of 12 |

**5.Meaningful employment and volunteer opportunities are accessible for individuals with disabilities.**

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| **1** | Research employment services that are already in place to identify resources and gaps in services for adults and transitioning youth. |
| **2** | Develop partnerships with employment services and potential employers in order to help individuals develop meaningful vocational opportunities. |
| **3** | Assist adults and transitioning youth to identify a vocational plan base on strengths and interests. |
| **4** | Create a resource manual for support workers to assist individuals in obtaining vocational services. |

**Our Strategies**

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| CSFs/Barriers |  | * Access a funding source to cover support worker expenses. |
| -Understand caregiver priorities for training and networking  -Determine the amount of $ needed to cover caregiver expenses  -Challenges in accessing funding that complements government funded programs.  -Competition for caregivers in current market |  | * Develop a variety of opportunities for training and social connections for support workers. |
|  | * Identify incentives and outreach programs to increase recruitment and retention of support workers with special skills and diversity based on the expressed needs and desires of individuals and families. |

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| CSFs/Barriers |  | * Create and maintain an understanding of low-income housing opportunities (to help clients navigate the system. |
| -List of low-income housing providers  -Residential apartments in our building- relationship with CO’s current landlord  -Current expensive housing market in Victoria  -Challenges in effective planning with SL individuals |  | * Establish relationships with landlords to advocate for the housing needs of individuals we serve and communicate the benefits of providing them with accommodation. |
|  | * Provide relevant support to those individuals looking to maximize their independence and satisfaction with their living arrangements. |

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| CSFs/Barriers |  | * Create a comprehensive, multi-pronged communication plan. |
| -Established communication and marketing committee  -Overall awareness of current funding needs  -Staff and board time to create a funding assessment  -Challenge getting committed volunteers for fundraising committee and events |  | * Complete an assessment to identify and prioritize funding needs. |
|  | * Create a fundraising committee (staff, board members, families and stakeholders) to prepare an inventory of fundraising ideas and implement fundraising activities. |

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| CSFs/Barriers |  | * Establish parent-to-parent connections and partnerships with other organizations to support families early in the lives of their children. |
| -Current focus of Family Support is in building community networks  -Individuals and families regularly attend social events  -Challenge in overcoming history of conflict in FS  -Need to better understand the preferences of individuals and families around social events  -Difficult to find one size/ one time fits all solution |
|  | * Create a social group for adult self-advocates to facilitate regular activities and interactions. |
|  | * Review, restructure and create groups based on the expressed needs and interests of families and individuals served. |

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| CSFs/Barriers |  | * Establish effective working relationships with other agencies and identify/ create tools to support the process of employment and employment retention for individuals served. |
| -We currently have strong relationships with other community living organizations  -Many of the people we serve have employment services in place  -Current lack of internal resources to work on vocational services  We don’t want to duplicate services already provided in the region |
|  | * Identify gaps in employment services that could be filled by COCF to support our clients in their vocational pursuits. |

**Priority Strategies**

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| **Number** | **Strategy** |
| **1** | Access a funding source to cover out of pocket caregiver expenses. |
| **2** | Create/maintain an understanding of low-income housing opportunities (e.g. criteria, how to talk to) to help individuals navigate the system. |
| **3** | Create a comprehensive, multi-pronged communication plan. |
| **4** | Establish parent-to-parent connections and partnerships with other organizations to support families early in the lives of their children. |
| **5** | * Establish effective working relationships with other agencies and identify/ create tools to support the process of employment and employment retention for individuals served. |
| **6** | Develop a variety of opportunities for training and social connections for support workers. |
| **7** | Establish relationships with landlords to advocate for the housing needs of individuals we serve and communicate the benefits of providing them with accommodation. |
| **8** | Complete and assessment to identify and prioritize funding needs. |
| **9** | Create a social group for adult self-advocates to facilitate regular activities and interactions. |
| **10** | Identify incentives and outreach programs to increase recruitment and retention of support workers with special skills and diversity based on the expressed needs and desires of individuals and families. |
| **11** | Provide relevant support to those individuals looking to maximize their independence and satisfaction with their living arrangements. |
| **12** | Create a fundraising committee (staff, board members, families, and stakeholders) to prepare an inventory of fundraising ideas and implement fundraising activities. |
| **13** | Review, restructure and create groups based on the expressed needs and interests of families and individuals served. |
| **14** | Identify gaps in employment services that could be filled by COCF to support our clients in their vocational pursuits. |