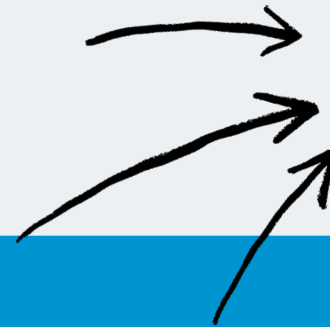


# Strategic Plan DRAFT

A visual representation of  
our beautiful ideas.



# COCF Strategic Planning in 10 Steps

## Stage One

The Board and Staff team hold a planning session.

## Stage Three

The team outlines a plan with milestones.

## Stage Five

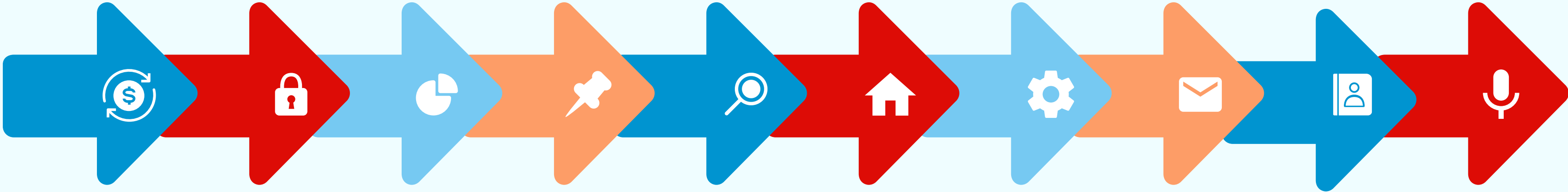
The Board reviews the draft.

## Stage Seven

The Board monitors the process efficiency.

## Stage Nine

The team makes any adjustments to the process and the Executive Director reports to the Board.



## Stage Two

The team makes any adjustments to the process and develops a concept.

## Stage Four

The Executive Director creates a visual representation.

## Stage Six

The Executive Director adjusts the visual representation.

## Stage Eight

The team works toward milestones.

## Stage Ten

The team and Board regularly reflect to confirm and adjust milestones.

# Community Options For Children and Families

## Mission

To provide person centered quality support and services and information to people with disabilities, their families and the community.



## Vision

- Build healthy, accessible and whole communities.
- Provide creative and innovative service options.
- Families and the inclusion and integration of all people are important.
- Working collaboratively with community partners enhances the lives of people in the community.

## Values

- Every person is entitled to be fully involved in their community.
- Each person has the right and is best able to decide what specific resources they require and how those requirements are met.
- Each person's right to dignity and choice is acknowledged and respected.
- Sharing activities and information bring people together.

# QUESTION BOARD

## FACTS

- Lack of face-to-face communication/connection
  - Staff
  - Board
  - Caregivers
  - Families
- Increased Co-ordinator responsibilities
- New CARF standards
- New CLBC Standards
- MCFD Delivery Model Changes Are Coming

## QUESTION 1

What significant Changes have happened at COCF since the beginning of COVID?

## RESPONSES

- Human Resources
  - Change of Executive Director
  - Change of Finance Personnel
- Need to boost morale
- Decrease in
  - Donations
  - Grants
  - Contracts
  - Respite
- Increase in stress levels for staff and families

# QUESTION BOARD

## FACTS

- Sector falling through the cracks
- Labour shortage
- Impact of the mental health crisis
- Greater demand for services
- Change in government service delivery model
- Government expectations to do more with less
- Economy

## QUESTION 2

What trends in community or in the non-profit sector have already, or potentially will, impact COCF in the next 1-3 years?

## RESPONSES

- Need for heightened sector awareness
- Impact on recruitment and the need to increase wages in the employment sector
- Lack of:
  - Caregivers
  - Funding
  - Volunteers
- Requirement of one-to-one programs at the same cost as group programs

# QUESTION BOARD

## FACTS

- Supported
- Long-standing reputation
- Competent, committed care
- Uncertainty due to changes to the government model
- Confusion as to what services are available and can be accessed
- Locked doors
- Lack of public profile

## QUESTION 3

What do you think others see/feel when they engage with COCF?

## RESPONSES

- Coordinators go above and beyond
- Trust and respect
  - Transparent
- Confused and frustrated about transitions and the future
- Need for advocacy for better caregiver wages
- Can staff afford to work here long-term?
- Need for better website and online/social presence

# QUESTION BOARD

## FACTS

- Agency Stability and sustainability
- New CARF standards
- New CLBC Standards
- MCFD Delivery Model Changes Are Coming
- Ongoing impacts of COVID-19 and economy

## QUESTION 4

What are you most excited about or worried about for COCF in 2022/23 and beyond?

## RESPONSES

- Growth Opportunity
  - Quality vs Quantity
  - Financial ability and viability
- Change management and the opportunity to evolve
- Human Resources - Recruitment and Retention
  - Board Members
  - Caregivers
  - Volunteers