



THE ITA WEGMAN ASSOCIATION QUALITY ASSURANCE PLAN (PERFORMANCE IMPROVEMENT PLAN) 2022 - 2023

The Annual Performance Improvement Plan helps to ensure quality improvement in the work and programs of The Ita Wegman Association. We review our performance with particular attention to input from our Companions, their representatives, Coworkers, and funders. We also review how we meet cultural diversity requests, support delivery, ways in which we make our services known in the community, our performance goals, our Coworker needs, resource requirements, and funding needs. The Improvement Plan lists the specific goals we will be attending to in the coming year and forecasts any potential concerns. For quality improvement efforts the Executive Group, Core Group, and Board of Directors review the plan on an annual basis.

DOMAIN	IDENTIFIED BARRIER	ACTION TO ADDRESS BARRIER	WHO IS RESPONSIBLE	WHO WILL MONITOR PROGRESS	MEASURED PROGRESS	DESIRED OUTCOME BY WHEN
FINANCIAL INFORMATION	Ensuring there are no funding cuts to existing contracts (private and provincial). Maintain existing relationships with CLBC funders.	Quarterly meetings with existing CLBC funders and participation on South and mid-Vancouver Island community committees to build linkages and potential funding sources. Private and CLBC Contract review on an annual / as-needed basis.	Business Administrator / Facility Manager	Executive Group, Finance Committee, Board of Directors	Current contracts remain stable with annual increase in both CLBC Day Program contract and private contracts.	Maintain provisional increase - 2022/23 fiscal year
	Capital costs for building and repairs / maintenance on existing sites are outside operational funding.	Follow and support the Capital Project Plan.	Finance Committee / Business Administrator / Facility Manager / Maintenance Manager /	Finance Committee / Executive Group / Board of Directors	Number of grants found/applied for and number of grants awarded - number of fundraising events completed	Minimally two grants awarded valued between (\$5,000 to \$20,000) – Minimally 2 fundraising events raising \$5,000 to \$10,000 - 2022/23 fiscal year



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			Admin and Development Coordinator			
ACCESSIBILITY	Companions building resource networks in the wider community	Research and determine resources / events / activities that limit stigma and are inclusive	House Coordinators / Workshop Leaders / Coworkers /	Care Group / Facility Manager	Resources, networks, activities, events that are inclusive and Companion friendly	Annual increase in Companion engagement in programs held in the wider community. Research and engagement in program options.

DOMAIN	IDENTIFIED BARRIER	ACTION TO ADDRESS BARRIER	WHO IS RESPONSIBLE	WHO WILL MONITOR PROGRESS	MEASURED PROGRESS	DESIRED OUTCOME
HUMAN RESOURCES	Coworker and Volunteer recruitment	Build on existing recruitment and retention efforts to bring staffing levels to operational capacity.	Business Administrator Facility Manager, Admin and Development Coordinator	Executive Group / Core Group / Business Administrator / Facility manager	Feedback received is implemented and demonstrated in program and operational process. Increase Coworkers hired to meet operational needs	Fully staffed workforce. Business Administrator and Facility Manager to stay current to trends, areas of strength and identified needs to address recruitment and retention needs – 2022/23 fiscal year
	Coworker / Volunteer Training	Engage with Relias database training program. Maintain in-house first aid training House Coordinator and Facility Manager to	Facility Manager / Business Administrator / House Coordinators	Facility Manager / Business Administrator / Executive Group	Acquisition of Relias Database and creation and engagement with training plans by cohort	Input all training plans into Relias. Using the Relias training system in the 2022/23 fiscal year



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		train incoming Coworkers				
HEALTH AND SAFETY	Drills being completed as required by Accreditation	Facility Manager, House Coordinators and Workshop Leaders to set dates and times to ensure drills are completed and documented	House Coordinators / Workshop Leader / Facility Manager	Care Group / Facility Manager / Health and Safety Committee	Drills being completed at different times consistently and documented	All expected drills documented and reported meeting accreditation and licensing expectations - 2022/23 fiscal year
BUSINESS FUNCTIONS	Aging companion and Coworker base; how to meet changing needs	Set measurable goals that will support current and projected business operations	Business Administrator Facility Manager / Health and Safety Committee	Care Group / Executive Group / Board of Directors	Clear and measurable goals developed specific to operational stability, support delivery, and contract security.	Working towards meeting goals specific to operational stability etc. as outlined in strategic plan - 2022/23 fiscal year

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MARKETING	Increase the number of 'fillable' communication forms. Purchase Glenora Farm 'swag' Logos purchased for IWA vehicles	Admin and Development Coordinator to review content and create fillable forms from existing documents. Admin and Dev. Coordinator to research and procure promotional materials.	Admin and Development Coordinator / Business Administrator	Executive Group	Admin and Development Coordinator to compile a list of forms to be reviewed / revised. Admin and Dev. Coord. To make a list of items, create and approve designs and procure quotes.	All communication forms reviewed and fillable. December 2022 Swag purchased and used for promotional and donor appreciation purposes.



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TECHNOLOGY	Maintain / service all communication devices i.e. phone, fax, computers	Follow Technology and Systems Plan and determine cost and viability for any maintenance needs including purchasing new items	Business Administrator	Executive Group	Complete technology review and develop “needs list” and a maintenance schedule i.e. computer, photocopier, fax etc.	Complete review, create “needs list”, determine where improvements/ adjustments can be made and create maintenance schedule - 2022/23 fiscal year
RESOURCE ALLOCATION	Funds to support ongoing renovations and upgrades	Following budget lines associated with current renovation/maintenance costs and make adjustments where financially viable	Business Administrator / Facility Manager / Maintenance Manager	Executive Group / Finance Committee / Board of Directors	Staying on budget – work continuing to complete renovations and upgrades	Monitoring all costs associated with maintenance and any additional renovation costs - 2022/23 fiscal year
	Capital projects plan	Create a 5-year capital project plan	Business Administrator / Facility Manager /	Executive Group / Finance Committee / Board of Directors	Project feasibility identified, funding amounts identified, and project priority determined	5-year capital budget complete and approved by working groups and BOD August 2022
RISK ANALYSIS REPORTS	Ensuring inventory and accountability systems for office / residences, including equipment i.e. computers, phones, etc is adequately protected against loss, theft, etc.	Updating and reviewing inventory when changes are made - Ensuring IT tech maintains and review safeguards	House Coordinators / Business Administrator	Business Administrator / Executive Group	Inventory regularly tracked and monitored - Regular reporting from IT tech indicating reviews completed	Tracking and monitoring system in full operation by end of 2022/23 fiscal year



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DOMAIN	IDENTIFIED BARRIER	ACTION TO ADDRESS BARRIER	WHO IS RESPONSIBLE	WHO WILL MONITOR PROGRESS	MEASURED PROGRESS	DESIRED OUTCOME
COLLECTION OF FEEDBACK	Consistency in collecting feedback from Companions (and their representatives), Coworkers, and stakeholders	Continue to ensure feedback is included in all related planning efforts	Facility Manager / Care Group / Business Administrator	FM / Executive Group / Core Group / Business Administrator	Feedback included in annual reporting	Increased representation of feedback results in related planning efforts - 2022/23 fiscal year
COMMUNICATION	Consistent communication process based on the communication tree, OP 33, and the organizational chart	Protocols to support timely and consistent communication process	Facility Manager / Business Administrator / Admin and Dev. Coord / Executive Group	Business Administrator / Facility Manager / Executive Group	Communication tree, organizational chart, and OP33 approved and shared with leadership groups. Working with internal and external stakeholders to streamline communication	Efficient communication system, which provides clear, open, consistent and timely and accurate messaging - reviewed annually (January)

OUTCOME REVIEW		
	OUTCOMES	PROGRESS MADE
Overall Program Outcomes	Engage Companions fully in support planning and delivery	Currently approximately 99% of Companions and/or their representatives participate in their planning and support delivery - this rate is attributed to Coworker team efforts to ensure established goals set with Companions were set as a priority in all planning efforts.
	Companions / their representatives indicating supports provided met targeted planning goals	Currently, approximately 86% of Companion / Companion representatives surveyed indicated IWA programming is meeting targeted goals - this satisfaction rate is



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		attributed to Coworker / Leadership Group efforts to ensure established goals by Companions were set as a priority in all planning efforts.
	Companions satisfied with supports provided	Currently, approximately 93% of Companions indicated they were satisfied with support provided.
Residential Outcomes	Increase social and interpersonal skills	Over the reporting period, approximately 85% of Companions demonstrated they enhanced or learned a social/interpersonal skill - Information collected from support plans, progress reporting (review of established goals), database updates, Companion feedback, and Coworker feedback.
	Increase access to community resources	Over the reporting period, approximately 73% of Companions demonstrated an increased awareness of and connection to community resources. Information collected from progress reporting, goal review, and community resource referrals completed and Companion feedback.

OVERALL PERFORMANCE ANALYSIS IN RELATION TO PERFORMANCE INDICATORS

Business Functions	Performance Objectives, Indicators, Targets	Operational financial stability. Monthly budget reviews and analyses. Coworker capacity to meet support delivery needs. Completed performance and contract reviews. Policy, procedure, and plan reviews and updates.
	Performance Analyses	Overall The Association’s financial position remains stable and has improved over the previous year’s audited review. Projections for the coming year include: maintaining the current financial position and budget lines, creating a 5-year financial master planCapital Project Plan for the Association outlining all non-budget projects and expenses. The Business Administrator, Finance Committee, Executive Group, and Board of Directors will monitor. Weekly, monthly, and annual program budgets reviews are to be conducted. All expenditures will be monitored/managed and in line with budgeted amounts. Coworker capacity numbers to reach stability to ensure adequate support is provided in all IWA programs. Executive Group will work with Coworkers in obtaining feedback and in all planning efforts. FM, BA, HC’s, and WL’s to complete Coworker performance reviews on a consistent basis. 2 week, 5 week, and 3 month probation, and annual performance reviews.



		Accreditation Committee to review policies, procedures, and plans, editing and updating all documents as needed. All edits or changes are forwarded to all Coworkers once complete.
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OVERALL PERFORMANCE ANALYSIS IN RELATION TO PERFORMANCE INDICATORS

Support Delivery	Performance Objectives, Indicators, Targets	<ul style="list-style-type: none"> Companion day program participation rates to increase by minimum of 4 additional day program Companions F/Y 2022/23 Support goals are set, tracked, and reported.
	Performance Analyses	<ul style="list-style-type: none"> Support goal rates indicate 96% of Companions are currently meeting support and program goals (ISP's). We have established a benchmark of 90% based on current standards within the field of support delivery. Factors of success for consideration include; consistent and timely work being conducted by Coworkers to support Companions participating in residential and community programming.
Residential Services	Performance Objectives, Indicators, Targets	<ul style="list-style-type: none"> Bed utilization rates indicate a 98% occupancy rate. Demonstration of maintained, learned, or enhanced social/life skills. - Individual ISP goals Companion connection with community resources.

OVERALL PERFORMANCE ANALYSIS IN RELATION TO PERFORMANCE INDICATORS CON'T

Residential Services Con't	Performance Analyses	<ul style="list-style-type: none"> Efficiency goals (measurement tool is participation in day program) - 95% of Residential Companions participating in day programming. Benchmark established at 90%. The current reporting period indicates work being completed is meeting benchmark. Effectiveness – (measurement tool is a maintained, learned skill or enhanced skill) - 79% of Companions demonstrating skill retention, enhancement or new skill learned. Benchmark established at 75%. The current reporting period indicates work being completed is meeting benchmark.
Satisfaction Feedback	Performance Objectives, Indicators, Targets	<ul style="list-style-type: none"> Consistent collection of feedback (surveys, reviews, annual ISP's, one on one meetings) Utilization of feedback in overall planning and delivery efforts
	Performance Analyses	<ul style="list-style-type: none"> Companion, Companion representatives, Coworker, and stakeholder satisfaction return benchmark is 85%. We are currently meeting this benchmark.



		<ul style="list-style-type: none"> • Although feedback is collected and used in programming efforts, work continues to ensure input is better represented in overall Association planning and support delivery efforts.
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ONGOING PERFORMANCE IMPROVEMENTS AND GOALS

Cultural Competency	<ul style="list-style-type: none"> • Our last review of area demographics indicates that our Coworkers adequately reflect our Companion’s ethnic origin and home language. • We survey Coworkers and Companions and keep a record of the languages spoken and written. • We incorporate cultural competency into all workshop and program activities.
Performance Improvements	<ul style="list-style-type: none"> • Track efficiency goals within each workshop and improve where indicated. • Continue to seek alternative funding or partnership sources to enhance funding streams. • Review this plan with the Care Group, Executive Group, Core Group, and Board of Directors.
Performance Goals	<ul style="list-style-type: none"> • Companion Satisfaction - 85% satisfaction is our performance goal. We collect Input (survey, feedback, reviews, database entries, one on one meetings) on a quarterly basis. Currently, 90% of Companions indicate they are satisfied which demonstrates we are meeting this goal. • Efficiency goals (measurement tool is participation in workshops) - response should occur in the selected period no less than 85% of the time. Each workshop has selected a method of monitoring efficiency and these measures include tabulating the participation level and assistance required. Currently, we are meeting our benchmark of 85% participation. • Effectiveness – (measurement tool is a retained/ learned or enhanced skill) - response should occur in the selected period no less than 85% of the time. Each workshop has selected a method of monitoring effectiveness through skill enhancement or learned skills. Currently, we are meeting our benchmark of 85% indication of skill enhancement or skill learned.



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ACHIEVEMENTS

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CHANGES

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