

Strategic Action Planning

This document draws upon the wealth of information and ideas that were generated throughout the strategic planning retreat in May 2011. The following directions were agreed to by participants and the actions were reviewed by the management team, approved by the Board of Directors and are listed in order of priority.

ORGANIZATIONAL SUSTAINABILITY

Action	Person(s) Responsible	Timeline for Completion	Expected Result
Explore potential innovations in service that will attract youth & younger families.	Ellen & Linette	On-going as opportunities arise	Increased services to children, youth & families. Increase in the number of individuals in youth services and a variety of options.
Explore leveraging current CLV assets to address facility and aging challenges	Ellen & Rob	May 2013	Replace 1 home with an accessible home
Develop strategies to manage service redesign challenges	Management Team	On-going	To remain open to ideas and service efficiency while maintaining our commitment to individuals and families
Explore potential projects that expand upon or build new community partnerships with diverse funding	Management Team	On-going	Develop innovative partnerships that make sense



LEADERSHIP

Action	Person(s) Responsible	Timeline for Completion	Expected Result
Continue to support the "I'm Community Living" campaign	Ellen & Foundation board	Evaluate/ refresh annually	More awareness and contacts in the Victoria community
Consider initiatives that attract younger people to CLV in staff, leadership and board positions	Management Team and CLV Board	On-going	Ensure vitality of CLV by mentoring young people into leadership positions
Ensure leadership and skill development with self-advocates	Linette	On-going	An active self-advocacy group
Continue broad based advocacy	Management Team & board	On-going	Document efforts that CLV is making a difference in influencing change and building awareness

SERVICE EXCELLENCE

Action	Person(s) Responsible	Timeline for Completion	Expected Result
Continue to enhance the infrastructure of CLV's Host/ Home Agency	Ellen, Rob, Mike	Evaluate annually	Host Agency has a sustainable and supportive infrastructure
Improve & enhance use of technology across the organization	Management Team	2013	Greater efficiency in technology
Integrate Quality of Life indicators into CLV's Reporting System	Linette, Ellen, Cathy	2013	A more efficient & meaningful reporting out of outcomes for the people we support.

