2023-2025 TVCC Quality Improvement Plan Progress Report (January - September 2024)

Strategic Priorities	Strategic Objectives	Quality Improvement Goals	Indicators/Benchmarks	Progress (Jan-Sept 2024)	Final Results (October 2024-March 2025)
Meaningful Engagement: Create purposeful partnerships	Actively listen to clients, families and partners	**Increase input and feedback from clients, families and community partners to plan and improve TVCC services**	50 responses from clients and families to provide feedback about our services through the "Tell us how are we doing" online survey	10 responses received. New initiatives are planned to increase this response rate.	
			Establish a baseline of compliments received from clients and families, via the compliments form on TVCC website, in a fiscal year	Compliment form under development.	
			220 responses from parents/caregivers for program evalutations of Autism and Behavioural Services 60 responses for Caregiver-Mediated Early Years (C-MEY), 60 responses for Entry to School (ETS) and 100 responses for Foundational Family Services (FFS)	175 responses received. 23 responses from CMEY. 47 responses from ETS. 105 responses FFS.	
			100 responses from parents/caregivers for group evalutions and presentation feedback about Early Childhood and Adolescent Services (ECSAAP)	84 responses received.	
			25 responses from school personnel for presentation feedback about a new universal service delivery approach provided by School Therapy Services	17 responses received.	
	Raise our profile in the communities we serve	**Increase information shared with clients, families and partners about TVCC services and/or changes in services**	Share 50 social media posts (per year) to increase awareness about TVCC website resources, education and eLearning modules Establish a baseline of: - Social media engagement metrics such as likes, comments, shares and Click Through Rate (CTR) on posts related to resources - Website analytics such as page views on resources section of website, time spent, bounce rate	291 social media posts. Social media metrics: Facebook: 139,248 impressions 1052 link clicks 0.46% click through rate Instagram: 15,472 impressions 117 link clicks Website Analytics: 3241 page views 1277 active external users 1:28 average session duration 7.34% bounce rate	
			Establish a baseline of information shared with clients and families residing in regional areas pertaining to their region For example: - TVCC and non TVCC Newsletters highlighting regional offerings - Social media engagement metrics such likes, comments, shares and CTR on posts (region specific) - Geographical analytics (where are our website visitors coming from) - Regional engagement in participation/education offerings	48 regionally focused social media posts. new tagging will be used to capture regionally focused social media metrics.	
			Develop a list of TVCC's partnerships and collaborations to promote and engage partners on social media	25 community partners have been identified.	

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			Establish a baseline of participation in job fairs, local/community fairs or events where service providers have booths/tables and provide information about TVCC services	9 info/job fairs and community events.	
Service Excellence: Create a responsive and integrated service delivery system	Integrate and align services across TVCC programs to be responsive to client and family needs	**Foster collaboration by increasing opportunities for staff to participate in cross program education**	Host (10) service presentations where staff learn about TVCC services	15 service presentations.	
			Conduct (3) staff integration days/workshops/training sessions to address cross departmental learning and knowledge sharing	7 staff integration days/workshop/training sessions.	
		Expand services aimed to connect and align new clients and families with services needed	400 clients served in SmartStart Hubs (https://www.tvcc.on.ca/smartstart-hub-tvcc)	240 clients served.	
		Expand universal services (ie, not diagnosis specific and potentially helpful to all) to provide the community with therapeutic strategies to help a wide audience	Establish a definition of "universal services" and identify qualifiying services for our clients, families and the broader community through broad communication Establish a baseline number of attendees at events qualifying as a universal service within a fiscal year Establish a baseline number of universal resources shared in a fiscal year	TVCC is working with a provincial committee to collaborate on a shared definition of universal services. Baselines are dependent on the definition of universal services.	
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Impact through Innovation: Embrace innovation to meet the challenges of changing needs and circumstances	Leverage technology and tools to maximize impact	**Implement TVCC's Information Technology (IT) Road Map**	Phase 2 Indicators: - Build and transition to new network at main office (779 Baseline) and Regional Offices - Upgraded Wi-Fi at 779 Baseline - Implement Multi-Factor Authentication for all Microsoft 365 accounts Phase 3 Indicator: - # Planning meetings	Phase 2 Indicators: All network equipment at 779 Baseline and Regional Offices upgraded. Wi-Fi at 779 upgraded. Multi-Factor Autentication rolled out to all 365 accounts. Phase 3: 5 planning meetings occured. New Indicators for April 2025 - # of IT Team training meeting -Completion of new network building -Migrate to MS SharePoint and OneDrive	
		Develop new Technology Committee and provide program specific support to explore existing and new technology initiatives at TVCC	Host 8 Technology Committee Meetings Establish a baseline of new iniatives or use of technology in a fiscal year Establish a baseline of collaborations with program areas	1 Technology Committee meeting completed and completed Terms of Reference.	
		Implement and train staff on new electronic health record software system	Secure migration of client data into new software All staff trained in new software Pilot parent portal to electronic health record	All data migrated and integrity quality checks are occuring. All staff trained during implementation and new staff are trained as needed. Updates needed from vendor for parent portal - expected to be done in December 2024. Pilot of parent portal will occur after the updates in early 2025.	
Strong Foundation: Create a strong foundation for the future	Cultivate an environment of empowerment that inspires trust, openness and inclusion	**Leadership will respond to feedback received from staff and share decision making principles**	Host 2-3 online all staff meeting with CEO to answer questions and share decision making principles 100% of questions received are answered through CEO updates	Townhall Dates: June 19th, 2024 September 18th, 2024 100% of questions received are answered through CEO updates	
			Review and update policy related to concerns inquiries and complaints to improve communication and clarity	Inquiries, Concerns and Complaints policy has been re-drafted to include feedback and is under review with the Staff Advisory Committee. Will be presented to HR Committee in February 2025.	
		Increase feedback on job performance and recognize staff achievement	Gather feedback and update process of Performance Development Plan and related staff recognition iniatives	Information and feedback gathered from working group over 4 sessions.	
			Establish a baseline of iniatives in support of staff recognition	Baseline to be established pending feedback from staff as identified below.	
			Seek ideas from staff on new staff recognition iniatives via staff survey and staff advisory committee	Scheduled to occur on Dec 10, 2024 at the Staff Advisory Committee.	