TVCC Quality Improvement Plan (QIP)

2023–2025 Final Year-End Report

As we wrap up the final year of our 2023–2025 Quality Improvement Plan, we're proud to share the incredible strides we've made together in enhancing services, embracing innovation, and strengthening our community connections. Here are some key wins worth celebrating:

Listening and Learning
We collected over **460 responses** from families and partners through various surveys, including satisfaction and program evaluations—providing us with valuable insights to improve our services.

Spreading the Word
We shared **462 social media posts** to raise awareness about TVCC services—nearly doubling our original goal! Regional outreach also improved with **80+ regionally focused posts** and increased participation in community events.

Team Collaboration
We hosted **22 cross-program presentations** and **12 integration workshops**, helping our teams learn from each other and work more closely together to support families.

Innovating with Technology
We successfully upgraded our IT infrastructure and trained staff on a new electronic health record system. We also launched a **Technology Committee** and began piloting a **Family Portal** to improve access to information and services.

Building a Supportive Culture
We held **3 CEO Townhalls** where all staff questions were addressed. Staff recognition efforts are growing, with **5 all-staff opportunities** currently in place and more ideas being explored through upcoming surveys and feedback.

Thank you to every family, partner, and team member who contributed to this journey. Your voices, ideas, and support are helping us build a stronger, more responsive TVCC for everyone we serve.

2023-2025 TVCC Quality Improvement Plan

Strategic Priorities	Strategic Objectives	Quality Improvement Goals	Indicators/Benchmarks	Progress (Jan-Sept 2024)	Final Results (Jan 2024-March 2025)	Progress
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.	17 responses received from feedback survey on website. 84 responses on Client Satisfaction Survey. Low response rates overall noted.	
			Establish a baseline of compliments received from clients and families, via the compliments form on TVCC website.	Online form not yet created.	Reviewed previous data received from 2019. Based on this data, baseline is set at 10. Existing online feedback form collects compliments as well as suggestions for improvement.	✓
			220 responses from parents/caregivers for program evalutations of Autism and Behavioural Services. This includes 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.	236 responses received. 34/60 responses from CMEY. 56/60 responses from ETS. 146/100 responses from FFS.	✓
			100 responses from parents/caregivers for group evalutions and presentation feedback about Early Childhood and Adolescent Services (ECSAAP).	84 responses received.	145 responses received.	✓
			25 responses from school personnel for presentation feedback about a new universal service delivery approach provided by School Therapy Services (STS).	17 responses received.	47 completed presentations.	✓

	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	462 social media posts Social Media Metrics: Baseline for Facebook content interaction:3k (likes, comments, shares) Views: 200k, click thru rate: 1% Baseline for Instagram views: 55k, clicks: 1.6k , click thru rate:1% Baseline for Website Analytics 4k page views, 1:17 avg session duration: 9.5% 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 as 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.	Baseline for Information Shared via Social Media: 80 regionally focused social media posts Baseline for Information Shared via Regional Website Content: (based on previous year) Windsor:4%, St Thomas:3%, Stratford:2%, Woodstock 1.75%, Owen Sound 1.5% and Sarnia 1%	✓
			Develop a list of TVCC's partnerships and collaborations to promote and engage partners on social media.	25 organizations and partners were identified.	30 organizations and partners were identifed.	✓
			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.	14 info/job fairs and community events. Baseline for participation: 10 information /community fairs per year.	✓

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.	22 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.	12 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.	240 clients served.	458 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.	TVCC is continuing to work with a provincial committee to collaborate on a shared definition of universal services - aimed for summer 2025. Baselines are dependent on the definition of universal services.	

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: - Number of 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 Indicators: 5 planning meetings occurred. New Indicators for April 2025 - # of IT Team training meeting -Completion of new network building -Migrate to MS SharePoint and OneDrive	Phase 2 Indicators: 100% complete. Phase 3: Indicators 10 planning meetings occurred. New Indicators 3 IT Team training meetings occured 100 % complete new network building 15 % complete of migration to sharepoint/one drive.	✓
		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.	4 Technology Committee meetings completed. Baseline of new technology initative: 3 Baseline of collaborations with program areas: To be determined as we proceed with new technology intiatives.	✓
		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 family 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 family portal - expected to be done in December 2024. Pilot of family portal will occur after the updates in early 2025.	Integrity quality checks continue and will be completed by year end. Pilot of Family Portal has started with staff testing.	✓

| 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. | Hosted 2 Townhalls:
1. June 19th, 2024.
2. September 18th, 2024.

100% of questions received were answered through CEO updates. | Hosted 3 Townhalls:
3. January 15 2025.

100% of questions received were answered directly or via Townhall. | ✓ |
|---|---|---|---|---|---|---|
| | | | 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 2024. | Inquiries, Concerns and Complaints policy was revised and signed in December 2024. | ✓ |
| | | Increase feedback on job performance and recognize staff achievement | Gather feedback and update process of performance development plan. | Information and feedback gathered from working group over 4 sessions. | The current policy related to performance development plan is being revised. | |
| | | | Establish a baseline of iniatives in support of staff recognition. | Baseline to be established pending feedback from staff. | Baseline:
There are 5 all staff recognition opportunities in place. | ✓ |
| | | | Seek ideas from staff on new staff recognition iniatives via staff survey and Staff Advisory Committee | On the December 2024 agenda of the Staff Advisory Committee. | Discussions complete with Staff Advisory Committee. Survey is developed and will be distributed to staff in summer 2025. | |