2023-2025 TVCC Quality Improvement Plan

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		
			Establish a baseline of compliments received from clients and families, via the compliments form on TVCC website, in a fiscal year		
			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)		
			100 responses from parents/caregivers for group evalutions and presentation feedback about Early Childhood and Adolescent Services (ECSAAP)		
			25 responses from school personnel for presentation feedback about a new universal service delivery approach provided by School Therapy Services		
	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		
			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		
			Develop a list of TVCC's partnerships and collaborations to promote and engage partners on social media		
			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		
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		
			Conduct (3) staff integration days/workshops/training sessions to address cross departmental learning and knowledge sharing		
		Expand services aimed to connect and align new clients and families with services needed	400 clients served in SmartStart Hubs		
		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 qualifying 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		

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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		
		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		
		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		
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		
			Review and update policy related to concerns inquiries and complaints to improve communication and clarity		
		Increase feedback on job performance and recognize staff achievement	Gather feedback and update process of Performance Development Plan and related staff recognition iniatives		
			Establish a baseline of iniatives in support of staff recognition		
			Seek ideas from staff on new staff recognition iniatives via staff survey and staff advisory committee		

Last Updated: December 2023