

Progress Highlights April - September 2022

2022-23 TVCC Quality Improvement Plan



Actively Listen



200+ client and family survey responses about TVCC, its program offerings and services.



17 parents and clients participate in TVCC Committees and Working Groups.

Share Information



12 videos highlighting various TVCC services.



Organizational Chart and Quality Improvement published on TVCC website.



216 "Talk with Me" sessions provided to parents/caregivers who often want to learn more about TVCC services.

Foster Collaboration



4 formal presentations about Autism Services offered to all TVCC staff.



4 new programs/working groups developed or re-developed with cross program input.



Cultural Humility education is being provided across TVCC to support inclusion.

Connect Clients with Services



Soft launching SmartStart Hubs this winter. This initiative is designed to help us learn more about client and family needs to ensure they are connected with the services helpful to them at TVCC and in the community.

Make a Technology Plan



27 staff participated in interviews to provide feedback on the IT Road Map.



Phase 1 of the IT Road Map was shared with leadership and staff.

Act on Staff Feedback



48 questions received and answered from staff to CEO Updates.

Recognize Staff Excellence



50+ staff suggestions in response to recruitment and retention efforts.

Several initiatives primarily focus on staff wellness.



66 staff recognized for years of service at the Staff Recognition in June 2022.



14 compliments received about TVCC staff and services.