



Performance Improvement Plan 2023



Executive Summary

Dengarry Professional Services Ltd. provides support and services to individuals with developmental disabilities. This includes residential, employment and community access supports. Our main focus is to help individuals attain a better quality of life by achieving a greater independence, increased social participation and an overall improved well-being (emotional, physical and material).

Dengarry Professional Services Ltd. is committed to long-term planning to ensure quality and continuity of services. Therefore, the President and Management Group are responsible for ensuring that a formal and periodic strategic planning process is conducted and for reporting the findings to the organization. This planning assessment is conducted annually, by February 15th of each year and refers to information compiled from:

Annual Report,
Satisfaction Surveys,
Individual Service Plans,
Staff Meetings,
Contractor Meetings,
C.L.B.C. Meetings and Monitoring,
Accessibility Assessments,
Technology Plans,
Risk Management Plans,
Managers' Meetings,
Directors' Meetings.
Environmental health and safety reports
Complaint and Appeals

The following is the Performance Improvement Plan for the time frame of January 1st, 2023 to December 31st, 2023. Included within are:

- Annual Review Requirements
- Five Year Long-term planning
- Service Delivery Improvements
- Organizational Improvements
- Risk Management Improvements
- Technology Improvements



ANNUAL REQUIREMENTS

Accreditation is the process of obtaining outside feedback of how well an agency does business on a day-to-day basis. Dengarry Professional Services Ltd. has entered into an agreement with CARF (Commission on Accreditation of Rehabilitation Facilities) to examine every aspect of our organization and to ensure that we are providing our services in the best possible way.

Dengarry developed the following list of annual requirements to ensure we are providing the best possible service to the individuals we support.

- Policy and Procedure Manual Review
- Employee Evaluations
- Employee Competency Reviews (Medication, Evacuation Plans, Safety, etc.)
- Job Description Review
- Dengarry Professional Services Ltd. Training Review
- MANDT Re-Certification
- Complaint / Appeal Review
- CARF Standards Review
- Individual Service and Support Documents Review (ie. Profiles, Consents, Inventory Lists, Rights, etc.)
- Home Share Program Monitoring and Health and Safety Checks
- External Site Safety Inspections
- Site Orientation Package Review
- Accessibility Assessment / Plan / Annual Review
- All Incident Reports Review
- Satisfaction Survey Review
- Strategic Planning
- Cultural Competency and Diversity Review
- Succession Plan Review
- Continuity of Operations Plan Review
- Technology Plan Review
- Budget Plan Review
- Risk Management Plan Review

Ensuring this list is completed annually is the responsibility of all levels of the organization, from the President through to frontline staff.



2023 PERFORMANCE IMPROVEMENT PLAN

Dengarry Professional Services Ltd. constantly monitors and assesses its performance against a series of indicators and targets. This is done by setting specific, measurable goals and tracking performance to achieve the desired support and business outcomes. The Management Team reviews and analyzes the results to determine areas of improvement. The following review and analysis positions Dengarry to develop and initiate performance improvement changes.

FIVE YEAR LONG-TERM PLANNING GOALS								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quesnel Community Inclusion Contract Restructuring	To restructure the Quesnel Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Manager President	Unknown	Manager President	01/01/2024		
Prince George Community Inclusion Contract Restructuring	To restructure the Prince George Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Manager President	Unknown	Manager President	01/01/2024		
Bus Stop For 395 Johnston Ave	To improve access for individuals to engage in services at 395 Johnston Ave	A functioning bus stop	Quesnel Assistant Manager	N/A	Manager Quesnel Assistant Manager	01/01/2026		
PG CI Office Building - wheelchair accessibility	To approach building manager to review changing needs of individuals and discuss meeting accessibility needs for individuals in the building	Meeting completed	Manager	N/A	Manager President	01/01/2026		
HomeShare Contractor access to ShareVision	HomeShare Contractors will have access to Sharevision to complete necessary reporting	Home Share Contractor access	IT Administrator Managers	n/a	IT Administrator Home Share Coordinators	01/01/2028		



2022 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS

Risk Management Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Enhance Health and Safety Training	Train key personnel in a train the trainer model to deliver the updated information	Trained key personnel in each region	Manager	n/a	Manager Key Personnel	31/05/2023		
		All staff have received the updated training	Key personnel			30/09/2023		

Technology Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Dengarry Server	Research possible solutions for VPN and DNS services outside of the Server App	Identified VPN and DNS services	IT Administrator	0	IT Administrator	30/06/2023		

Service Delivery Improvement

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Culture, Diversity and Inclusion awareness	To improve the Individual's awareness and access to different cultural activities in the community	Completion of list of community cultural events for each region	Assistant Managers	0	Assistant Managers Team Leaders HSC, Frontline staff	30/4/2023		

Organizational Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Recruitment	To revise Dengarry's recruitment efforts to provide training to supervisors to increase their skill set	Training for Supervisors	President Manager	Identified in Budget Plan	Supervisors	30/6/2023		



2023 PERFORMANCE IMPROVEMENT PLAN NEW ITEMS

Service Delivery Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Forms Program Guidelines Residence Checks Individual Guidelines	To move Individual and program forms from PDF format into ShareVision	Completion of new forms and reduction in printing and scanning	IT Administrator Manager	n/a	IT Administrator	31/12/2023		
ISP Layout	Changing the layout in ShareVision to better reflect Dengarry's process for ISP development	Updated Layout	IT Administrator President	n/a	IT Administrator Assistant Manager	30/06/2023		
		Creation of a user guideline						
Outreach Charting	Changing the layout in ShareVision to better reflect Dengarry's process for outreach charting and reporting	Updated Layout	IT Administrator Manager	n/a	IT Administrator Assistant Manger	30/09/2023		
		Creation of a user guideline						

Organizational Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Artificial Intelligence Usage	To research the process and costs to utilize AI technology for scanning, filing and workflow	Completion of research	President IT Administrator Administrative Assistants	n/a	IT Administrator President	31/05/2023		
Leave Management Forms and Process	To revisit the process and costs associated with moving to a fully automated scheduling system in ComVida	Completion of research	President IT Administrator Manager	n/a	IT Administrator President Manager	30/11/2023		
Retention/Morale	To develop different methods to recognize and celebrate the contributions of all employees	The implementation of staff recognition efforts in each region	President Manager Assistant Managers	Identified in Budget Plan	Assistant Mangers Team Leaders HomeShare Coordinators	30/04/2023		



Recruitment	To target different potential recruitment audiences by utilizing radio ads	Applicants indicating they applied due to the radio ad	President Manager	Identified in Budget Plan	President Manager	30/03/2023		
Home Share Polices	To review and updated Dengarry policies to be reflective of CLBC's new HS Standards	Review Completed	HS Coordinators Assistant Manger Manager	n/a	HS Coordinators Manager	15/04/2023		
		Policies Updated				31/12/2023		

Risk Management Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Violence Risk Assessments	Update the process and documentation for Violence Risk Assessments	Completion of updated Violence Risk Assessments	President Manager	n/a	Manager	30/06/2023		

Technology Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Notifications	To use ShareVision to notify supervisors of completed Residence Checks forms	Notification system being operation	IT Administrator	n/a	IT Administrator Manager	31/12/2023		

