



## Performance Improvement Plan 2024



## 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 15<sup>th</sup> 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 1<sup>st</sup>, 2023 to December 31<sup>st</sup>, 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.



## 2024 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
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		
Home Share Contractor access to ShareVision	Home Share 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		
Leadership Structure	To enhance the current Leadership structure to complement the needs of the organization	Employees Hired to positions	President	Identified in Budget	President Managers	01/01/2029		



**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	30/09/2024		
		All staff have received the updated training	Key personnel			31/12/2024		

**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	30/6/2024		

**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 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 Manager	30/11/2024		
Outreach Charting	To better reflect Dengarry's process for outreach charting and reporting	Creation of a user guideline	IT Administrator Manager	N/A	Manager	31/08/2024		



2024 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
Individual Pictures in Sharevision	Adding Individual's pictures to Sharevision for new staff and emergency services identification	Uploaded photos	Team Leaders HSC	N/A	Team Leaders HSC	31/12/2024		
Microsoft Planner	To implement Microsoft planner into Dengarry's various workflow applications to improve efficiency and accuracy	Using Microsoft Planner	President Manager	N/A	IT Admin President Manager TL HSC	31/12/2024		

Organizational Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Home Share Policies	To review and updated Dengarry policies to be reflective of CLBC's new Home Share Standards	Policies Updated	Manager	N/A	HS Coordinators Manager	31/05/2024		
Printers and Scanners	To update office printers and scanners to meet the demands of AI use	Purchase of New Printers and Scanners	IT Admin President	Identified in Budget	IT Admin President	30/06/2024		
Review of expenditures	To review and evaluate, in depth, the costs of leases, vehicles, utilities and telecommunications costs for greater organizational stability and flexibility	Identifying and implementing new partnerships to decrease costs	President Manager	N/A	IT Admin President Manager	30/06/2024		
ComVida Scheduling	To implement the use of the Daily Attendance and Assignment Approval pages in ComVida to increase accuracy in scheduling and payroll	Implementation of these pages	President Manager	N/A	Manager President Team Leader HSC Admin	31/12/2024		



Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Leave Forms	To explore the use of ShareVision's Employee Portal for Leave Forms	Completion of research	IT Admin President	N/a	IT Admin President	10/11/2024		
Key Inventory	To review and update all keys to ensure accuracy	Updated and labelled keys	Manager	n/a	Team Leaders Admin	31/10/2024		
Home Share Financial Review	To review and train all HSC on conducting a Financial Monitoring	Completion of training	HS Manager	N/A	HS Manager HSC	31/10/2024		

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
AI Software for scanning and filing	Implementation of AI background software	Functioning hardware and software systems	IT Admin President	Identified in Budget	IT Admin President Manager	30/05/2024		
Compatible AI forms	Update Dengarry employee forms to meet the needs for AI scanning and filing	Completed Forms	It Admin President Manager	N/a	IT Admin President Manager	30/09/2024		

