

5

Increase effectiveness of service delivery to our residence

ACTIONS:

- 5.1 Tighten up admission criteria
- 5.2 Introduce 6 month program
- 5.3 Implement curriculum check list for occupancy period
- 5.4 Implement graduation criteria and acknowledgement
- 5.5 Increase average occupancy time * by increasing resident engagement through stronger coaching strategies, and more intentional approach through use of new program materials e.g. My Baby and Me/ Me & My Baby, Our World
* post assessment

'Providing Hope and a Future'



STRATEGIC PLAN/DIRECTIONS 2014-2016

The Board of Fresh Start is committed to:

1 Demonstrate our commitment to excellence and sector best practices

2 Develop a facilities plan to enhance service delivery to residents

3 Continue to recognize our staff team as our greatest asset

4 Strengthen our agency brand to increase donor and community engagement and awareness

5 Increase effectiveness of service delivery to our residents

1

Demonstrate our commitment to excellence and sector best practices

ACTIONS:

- 1.1 Update policy manuals
- 1.2 Investigate and if beneficial, achieve certification with CCCC
- 1.3 Investigate and if beneficial, achieve certification with Imagine Canada

2

Develop a facilities plan to enhance service delivery to residents

ACTIONS:

- 2.1 Conduct needs analysis to determine physical needs of building for staff and residents
- 2.2 SWOT analysis of our current physical plan
- 2.3 Explore options e.g. renovation/ addition/ relocation
- 2.4 Engage donors to support plan e.g. capital campaign

3

Continue to recognize our staff team as our greatest asset

ACTIONS:

- 3.1 Develop HR policies that reflect high value on staff relevant to their role
- 3.2 Ensure all staff participate in training opportunities
- 3.3 Increase staff compensation package to more accurately reflect sector wages and benefits

4

Strengthen our agency brand to increase donor and community engagement and awareness

ACTIONS:

- 4.1 Update brochures, website, banner, display, and any other promo materials
- 4.2 Continue to expand donor base – focus on Elgin County baby bottle participants