

Overview of Planning and Evaluation Process

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Board Strategic Planning

- Every 2-3 years
- Considers major changes in social, economic, political, and technology that will impact us (eg. Social media)
- Develop specific strategies to help guide the organization in the coming years
- Eg. Investing in People: Education and training for staff and those we serve

Planning with Other Agencies and Partners

- Ongoing coordination with agencies in Scarborough (eg. East Providers Network, 0-6 Providers Network)
- Active role in planning for children's services across Toronto (eg. Central Planning Table)

Input from Persons Served

- Review of client strengths and risks from literature and research
- Client Satisfaction surveys
- Client pre-post measures and outcomes
- Client Focus Groups (eg. social media) and projects (eg. Youth Ambassadors with Jean Tweed)
- Should be reflected in Program Logic models being updated (eg. changing school for extra credits)

Regular Review and Modification

- Updating program logic models
- Improving approach to measure outcomes and do summary reports
- Annual presentations to All Staff and sharing with Board, clients, other providers
 - posting on web site;
 - presenting at conferences and training other groups

Increasing Capacity for Projects

- Human Resource policies provide for staff to lead projects
- Seek funds and provide related training
- Eg. Evidence-Based Practices Plan
- Shared training and consultation groups in Scarborough (eg. Cognitive Behavioural Therapy) and with Young Parent Centres (eg. MMBOW)

Staff Review and Education

- Related needs in Annual Operating Plan
-eg. compassion fatigue
- Education at All Staff Meetings
- Education goals and participation as part of Performance Reviews
- Shared training and consultation groups
(as noted above)

Funders Dictate Changes

- Rapid increasing expectations that we will change policies or approaches or restructure
 - Eg. Serious Occurrence reporting
 - Food policies and practices
 - Police Checks
 - WSIB audits

Annual Operating Plan

- Capture related goals and priorities for each department/program
- Report to Board annually
- Provide to funders
- Includes a rating of staffing and management progress
 - eg. we are strong in use of mission and values to support changes we make