



2021-23 Strategic Plan Implementation Report February 25, 2022

Technology – Provide Better and More Secure Tools to Deliver Services to our Clients

1. Create a comprehensive inventory of all agency technology (by March 31, 2021):	Ongoing.
2. Enhance cyber security to ensure that consumer, student, client and employee information is shared in a safe way with stakeholders (by June 30, 2021):	Completed.
3. Update Policies and Procedures for Telehealth Services (by June 30, 2021, with a review every six months thereafter)	Ongoing.
4. Update agency-wide technology plan (updated by May 2021 and reviewed every six months)	Ongoing.
5. Complete Meditech Training for HR, Finance and IT Departments (by March 31, 2021)	Not started.
6. <u>Communications Objective</u> : Enhance agency's online presence (begin July 2021, complete by March 31, 2022)	Ongoing.
Development – Increase Financial Stability and Diversify Funds	
1. Continue offering of current special events (gala, concert series, golf)	Ongoing.
2. Increase individual and corporate giving (by December 31, 2021)	Ongoing.
3. Research fundraising opportunities (begin April 2021, complete by June 30, 2021)	Ongoing.
4. Institute a capital campaign (by December 31, 2021)	Pending.
5. <u>Communication Objective</u> : Increase communication with stakeholders (by June 30, 2021/ongoing)	Completed.

Facilities – Improve the Working Environment for Clients and Staff	
1. Institute a Capital Campaign (by December 31, 2021) (see Development)	Pending.
2. Conduct an Analysis of every building (by December 31, 2021)	Completed.
3. <u>Communication Objective</u> : Improve work order process (by March 31, 2021)	Completed.
Staff Development – Achieve more Regular Communications between Staff and Leadership	
1. Conduct salary analysis (by December 31, 2021)	Completed; awaiting results.
2. Administer Staff Survey (by September annually)	Completed; awaiting results.
3. <u>Communications Objective</u> : Increase employee communications (by September 30, 2021)	Ongoing.