










Part 1- WoodGreen Strategic Initiatives Update

F' 15/16 - 4th Qtr update May 19, 2016

#3. Targeted Growth	Status	Comments
3.1 Sector Capacity ➤ services assessment/gap analysis		HOLD –not a high priority for this year
3.2 Housing – 1117 Gerrard (36 units) ➤ Acceptance of application to add 36 units ➤ Assess 835 Queen Street		Planning application process by the city. Community information meeting planned. Hope to present to council in the fall for final approval.
3.3 Seniors Health growth Mental health Crisis Services (720 clients) ➤ Develop key partnerships, create new city wide services	Done	Launched summer 2015 – mobile crisis services, personal support, and short, medium & long term social work, attachment to primary care and links to geriatric psychiatry service. City wide with partnerships with LOFT and Reconnect. First partnership that extends across 3 LHINS
Senior Caregivers Social Isolation (1500 clients) ➤ Improve access to services		1664 seniors and caregivers; 27 clients friendly visiting; 200 isolated caregivers in ethno specific communities identified
Right Place of Care expansion (45 clients) ➤ Lead trial on managing moderate complex clients. ➤ Deliver new performance indicators for LHIN		Program was able to support 52 clients in Right Place of Care and there was a 98% satisfaction rating
3.4 Productivity Employment services- Digital media training modules built inhouse Procurement Process- Complete rollout for high value vendors New - Community Care Client Intake Process	Done 	Saved \$60k annually One high value vendor was procured through new process. On hold, limited resources to implement. Redirect 1.5 FTE daily to client care – now in process
# 4. Improve Client Outcomes		
4.1- 4.3 Client Centric - central database, common intake, analysis to improve client services and outcomes ➤ Build Business Case		Extensive expert interviews have taken place including with the LHIN, CAMH, McMaster University, and Ryerson University's Magnet program.
4.4 Outcomes Measurement ➤ Implement new HSP 360 reporting and CBI for Community Care		Implementation occurred. Reporting & analysis process delayed
#5. High Performance Organization		
Accreditation	Done	WG Exemplary status
5.1 Benchmark on Non Union Roles ➤ Assess internal/external equity		Process completed. Implementation plan in development.
5.2 Capabilities ➤ Leadership Team, Manager Training		Recruiting VP HR & ED Foundation. HR position should be filled by end of June. Manager Training has not happened due to vacancy