










Part 1- WoodGreen Strategic Initiatives Update

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

#1. Leader in Social Innovation	Status	Comments
1.1 New Collective Impact programs Urban Aboriginal adaptation of HB ➤ Develop culturally appropriate model with stakeholders		In process with six communities. Dryden, Timmins and London looking very positive.
Crown Ward aging out of care ➤ Complete program brief & submit for funding		Covenant House will partner in planning & delivery. Application to Trillium for Seed Funding submitted.
Homeward Bound replication ➤ All partners in place in Peterborough & Brockville		Peterborough and Brockville targeting 2017 launch of program.
1.2 Innovative Culture ➤ Launch Soapbox, Build innovation capability		Significant innovations: Childcare conference. Enhanced Day care program (St. Mike's), new crisis outreach line 44% of staff engaged in SoapBox
1.3 Self-Funding ➤ Complete business case for 1-2 concepts		HOLD – redirected resources Assessed Property Mgmt. Co. Decision not to proceed
1.4 Foundation ➤ Develop strategic plan, create new WG brand position		
NEW – Syrian Refugee H.O.M.E. website and capability	Done	Launch January 2016 – potential for expansion
#2. Influence Policy & Thought Leadership		
2.1 Gov't relations Input into HUB advisory, Complete RTA for transitional housing Develop GR strategy		Completed Community Hub. Pending: transitional housing work New Public Affairs/Communications plan in development
2.2 Research- Vulnerable Tenants policy (Municipal) ➤ Complete "Hotels as Homes" research		Research paper completed. Dissemination, Government relations and communication plan is being developed.
2.3 Leadership Lead Home & Community Care system integration ➤ Agreement on common basket of services & standards across 61 agencies Co- Lead TCLHIN Integration Review ➤ Co-chair steering committee & present final report to the TCLHIN Board	Done	Report completed and presented
	Done	Report completed and presented to the TCLHIN Board on April 27, 2016. Additional communication to all HSP's will be sent out in May.

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#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