



Moving Forward

2016 - 2017 STRATEGIC PLAN

May, 2016

BC ASSOCIATION OF COMMUNITY RESPONSE NETWORKS

STRATEGIC PLAN 2016- 2017

The 2016 Summit included a participatory workshop conducted by the evaluator, Ben Kadel. The 2016-2017 Strategic Plan has been crafted from the feedback received during that workshop.

Preamble

Strategic Planning is an exercise conducted in the spring of each year with all staff and board present to set out goals for the coming year. The goals are assessed for:

- Achievability
- Affordability
- Congruence with the Vision, Mission and Values of the BC CRN

A mid-year review of the current plan is undertaken each fall.

Vision

“Safe communities where adults are valued, respected and free from abuse and neglect”

Mission

“To empower communities and individuals through coordination, collaboration and relationship building to stop adult abuse and neglect – together”

Values

These are the core values of the BC CRN:

Collaboration	Non-judgemental
Diversity	Relationships
Empowering	Respect
Equity	Sharing
Fairness	Trust
Inclusion	
Integrity	

Reflective in our practice – learning from actions

2016-2017 Strategic Goals

Goal Area One: Develop and sustain CRNs

Goal Area Two: Build awareness of adult abuse, neglect and self-neglect

Goal Area Three: Provide support to culturally distinct communities including indigenous peoples

Goal Area Four: BC CRN's internal operations work towards building capacity and sustainability

Goal Area Five: Increase Connectivity at and between all levels of BC CRN Activity

It was agreed that the timeline for some of these goals will extend beyond one year. The timeline reflects this wherever this is the case.

Goal Area One: Develop and Sustain CRNs

Objectives	Action Items	Success Indicators/Outcomes	Due date	Mid yr. Review
<p>1. Foster the growth of new CRNs and support existing CRNs throughout the province</p>	<p>Mentors plan mini-regional meetings within their region. Utilize the teleconference line to connect with coordinators.</p> <p>Develop a Coordinators Succession Plan</p>	<p>Annual mentor assessment. Monthly Mentor reports and meetings with Team Leader</p> <p>Identify a back-up person for the coordinator</p> <p>Increase in # CRNs (target +4)</p> <p>Increase in CRN attendance at meetings and events</p> <p>Developmental Evaluation shows increase in stages of development of CRNs</p>	<p>Where possible before March 31, 2017</p> <p>March 31, 2017</p> <p>March 31, 2017</p>	
<p>2. Increase the range of community groups represented at the CRN table and adapt the meetings to meet local and cultural expectations</p>	<p>Keep asking “Who else should be at the table” . Share the CRN activities which are taking place in community</p> <p>Seek out opportunities for intergenerational engagement</p>	<p>Documentation on Affiliates lists shows that the reach of CRN membership has expanded and deepened (+5% = 50)</p> <p>Increase in number of volunteers at the table</p> <p>Young people are involved in projects and decision making</p>	<p>Ongoing work.</p> <p>Review as of June 2017 report</p> <p>Reports shared throughout the year</p>	

3. CRNs are self-governing and find ways to make their meetings meaningful	All CRNs are supported by BC CRN and provided coaching, resources and contact by e-mail, phone and, where possible in person to share ideas.	Attendance at CRN meetings has increased by 10% as the CRNs find their meetings meaningful and important	Reviewed as of June 2017 report	
4. Increase the involvement of the Designated Agencies (CLBC and Health Authorities) and Police	Respect the demands on their time and help them find ways to stay connected.	Designated Agencies (CLBC and Health Authorities) and Police recognize the importance of the BCCRN as an essential support to their response. (see 5% increase in Affiliates)	Reviewed as on June 2017 report	
6. Plan a fall in-person mentors meeting Training event (if funds available)	Research topic and plan meeting		Decide at July Management Team meeting	

Goal Area Two: Build awareness of adult abuse, neglect and self-neglect

Objectives	Action Items	Success Indicators/Outcomes	Due date	Mid yr. Review
1. Build competency and reach of Social Media and other BC CRN messages	Provide training and support in using Social Media Develop an implementation	Designated Team Leader and/or Communications consultant tracks “friends” and “followers” on Social Media. Also the number of	March 31, 2017	

	<p>process for and distribute “Spreading the Word” packages to cover the following campaigns:</p> <ul style="list-style-type: none"> -Disability Awareness -Frauds and Scams -WEAAD -National Seniors Day -BC Crime Prevention 	<p>shares/likes are tracked</p> <p>How many press releases have been published</p>		
<p>2. Be present at events, etc. which raise the profile of the BC CRN and its role in preventing abuse, neglect and self-neglect</p>	<p>Encourage Mentors to be part of local community “tables”.</p> <p>Mentors and Team Leaders provide workshops and other community education opportunities to “spread the word”.</p> <p>Executive Director is involved in Provincial and National initiatives which increase the BC CRN profile</p>	<p>Reports included on regular monthly reports</p> <p>ED reports back on relationship building activities</p>	Ongoing	
<p>3. Develop awareness and education tools which contribute to positive community change to reduce adult abuse, neglect and self-neglect</p>	<p>In-service training and mentorship is provided by TL’s and Mentors to..</p> <ul style="list-style-type: none"> • Train INR Presenters • Revise Gatekeeper training to include all adults • Host 3 Community of Practice teleconferences with CRNs <p>Presentations will be held throughout the province.</p>	<p>Community awareness workshops including “It’s Not Right – Neighbours Friends and Families” about abuse, neglect and self-neglect held in each Region</p> <p>Workshops and “speaks” are tracked and recorded: # workshops</p>	Throughout 2016-2017	

	Put together a team of trainers who can travel to do training	# attendees.		
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Goals Area Three: Provide support to culturally distinct communities including indigenous peoples

Objective	Action Items	Success Indicators/ Outcomes	Due date	Mid Year review
1. Provide culturally appropriate materials and support for specific groups including Aboriginal, Chinese, South Asian, French, LGBTQ	<p>Mentors with specific interest and skills are supported in providing mentorship to these communities – with additional hours provided if required</p> <p>Cross- cultural training and diversity work is embedded in the workplans</p> <p>Complete and distribute translated materials</p>	<p>Participation in CRN work has increased by 5%</p> <p>Cultural groups have shown an interest in culturally specific materials</p>	March 2017	
2. Connect with community leaders and knowledge holders interested in sharing the work of the BC CRN	Connect with the Aboriginal Health Authority as opportunities arise; consult with BC CRN Board members and solicit their advice; encourage Mentors to seek out leaders and knowledge holders in their region as opportunities arise	<p>Contacts made and work is starting to be integrated</p> <p>BC CRN Advisory Council is operational.</p>	<p>March 31, 2017</p> <p>Fall 2017</p>	
3. Provide mentor development and training on cultural competency and allyship	Determine which mentors feel comfortable delivering culturally sensitive materials and help them develop their skills.	# of workshops conducted by designated presenters Mentors self-report on competency and readiness		

Goal Area Four: BC CRN’s internal operations work towards building capacity and sustainability

Objectives	Action Items	Success Indicators/ Outcomes	Due date	Mid year review
1. Hold a facilitated Board Development meeting to define roles and responsibilities, strategic plan, etc.	Board Development meeting planned and executed	Meeting goals are met	Fall 2016	
2. Establish the website as the repository for all materials for board, staff and public.	Board and staff have password protected sites within the website	Website becomes the main source/resource for all materials	March 31, 2017	
3. Examine all potential sources of ongoing funding	Continue to build relationships with all present and potential funders	Funding continues at present level Annual meeting held with funders in Victoria	Ongoing	
4. Assist local CRNs in identifying local source of funding	Community of Practice of Coordinators	CRNs receive local funding to support activities/coordinators		
5. Update governance policies	Board committee struck to prepare recommendations for updates to the Policy Manual	Policy Manual updated	Sept. 2016	
6. Fill in “holes” in Procedures Manual	Management Team identifies holes and prepares revisions or new policies	Policies approved and implemented	ongoing	

Goal Area Five: Increase Connectivity at and between all levels of BC CRN Activity

Tasks	Action Items	Success Indicators	Due date	Mid Yr review
<p>EXTERNAL:</p> <p>1. Inform and connect with other organizations and agencies as well as the general public.</p>	<ul style="list-style-type: none"> • Regular report from the BC Abuse/Neglect Collaborative (ED) • Build and strengthen relationships with other partners (BC CEAS, etc.) • Build and strengthen relationships with funders – present and potential • 8 Teleconference Learning Events • BC CRN POST (ED) 	<p>Increased requests for inclusion on Learning Events notifications</p> <p>More opportunities for partnerships – requests for workshops and collaboration at conferences</p>	<p>Ongoing</p>	
<p>INTERNAL:</p> <p>1. Inform and connect with all CRNs, Mentors, TL's and contractors</p> <p>2. Mentors track and solicit “stories” and testimonials</p>	<ul style="list-style-type: none"> • 3 Communities of Practice with CRNs • Regional mentors bring coordinators together in their region to share ideas <p>Used in reports to funders and to describe value of local CRNs.</p>	<p>Requests for INR training and presentations</p> <p>Mentors plan mIni-meetings in their region</p> <p>Increase in numbers on the Communities of Practice teleconferences</p>	<p>March 31, 2017</p>	