



Moving Forward

2017 - 2018 STRATEGIC PLAN

May 2017

BC ASSOCIATION OF COMMUNITY RESPONSE NETWORKS

STRATEGIC PLAN 2017- 2018

The 2017 Summit included a participatory workshop conducted by the evaluator, Ben Kadel. The 2017-2018 Strategic Plan has been crafted from the feedback received during that workshops well as an open discussion session which followed.

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

Guiding Principles

These Principles guide all the work that we do:

1. Inclusion
2. Meaningful Participation which supports community capacity
3. Power Sharing
4. Assumption of adult's capability
5. Being least intrusive

2017-2018 Strategic Goals

Goal Area One: Develop and sustain CRNs

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

Goals Area Three: Provide support to diverse communities

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
1. <u>Develop CRNS</u> Foster the growth of new CRNs	<p>Create a map of BC with all the CRNs on it to identify areas where CRN development could occur. See current map on website.</p> <p>Evaluate current mailing lists/event attendees/ affiliates for location and document/track</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>Fine-tune map on website.</p> <p>Create wall map for regional gatherings</p>	<p>Before March 31, 2018</p> <p>March 31, 2018</p>	

<p>2. <u>Sustain CRNs</u> Support existing CRNs Throughout the province</p>	<p>Implement new Coordinators Grant program</p> <p>Hold 5 Regional Gatherings with coordinators and volunteers</p> <p>Mentors plan mini-regional meetings within their region.</p> <p>Utilize the teleconference line to connect with coordinators</p> <p>Develop a Coordinators Succession Plan. Discuss at Management meetings and Regional Gatherings</p> <p>Put in place a Volunteer Recognition suite of materials which can be ordered as needed</p>	<p>Annual mentor assessment.</p> <p>See evaluations from the Gatherings</p> <p>Monthly Mentor reports and meetings with Team Leader</p> <p>Identify a back-up person for the coordinator</p> <p>Document where promotional materials are being sent</p> <p>Volunteer recognition has become a regular feature of CRN development</p>	<p>March 31, 2018</p>	
<p>3. 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 with all potential stakeholders</p> <p>Seek out opportunities for</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</p>	<p>Ongoing work.</p> <p>Review as of June 2017 report</p> <p>Reports</p>	

	intergenerational engagement	in projects and decision making. Stories documented	shared throughout the year	
4. CRNs are self-governing and find ways to make their meetings meaningful	All CRNs are supported by BC CRN mentors and provided coaching, resources and contact by e-mail, phone and, where possible in person to share ideas. Encourage, where it seems beneficial, to have CRNs become part of another community table	Attendance at CRN meetings has increased by 10% as the CRNs find their meetings meaningful and important	Reviewed as of June 2017 report	
5. 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. Feature DAs in E-Connector ED continue to advocate at the Provincial Adult/Abuse Collaborative Coordinators supported to develop relationships with DAs and Social Workers in their community	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	

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

Objectives	Action Items	Success Indicators/Outcomes	Due date	Mid yr. Review
<p>1. Build competency and reach of Social Media, E-Connector and other BC CRN messages</p>	<p>Provide training and support in using Social Media</p> <p>Create a Blog where established contributors could publish articles</p> <p>Develop an implementation process for and distribute “Spreading the Word” packages to cover the following campaigns: -Disability Awareness -Frauds and Scams -WEAAD -National Seniors Day -BC Crime Prevention</p> <p>Stories and testimonials are submitted. Used for E-Connector and Annual Report</p>	<p>Designated Team Leader and/or Communications consultant tracks “friends” and “followers” on Social Media.</p> <p>Also the number of shares/likes are tracked (analytics)</p> <p>Have at least 6 blogs posted during the year.</p> <p>Document the press releases have been published throughout the province</p> <p>Each active CRN has submitted at least one story/report</p>	<p>March 31, 2018</p>	
<p>2. Be present in communities 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</p>	<p>Reports included on regular monthly reports</p>	<p>Ongoing</p>	

	<p>the word”.</p> <p>Circulate an elevator speech for use by all BC CRN contractors and board</p> <p>Executive Director is involved in Provincial and National initiatives which increase the BC CRN profile</p>	<p>ED will circulate</p> <p>ED reports back on relationship building activities</p>	<p>May 2017</p> <p>Ongoing</p>	
<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 • Revised Gatekeeper training including all adults • Host 3 Community of Practice teleconferences with CRNs <p>Presentations and workshops using INR, Gatekeeper, Intergenerational, LGBTQS2+, etc. materials will be held throughout the province-tracked and evaluated.</p> <p>E-Connector – used to educate – track who receives and feedback</p> <p>Provincial INR training team responsible for “keeping track”</p>	<p>Community awareness workshops including “It’s Not Right – Neighbours Friends and Families” and/or about abuse, neglect and self-neglect held in each Region</p> <p>Workshops and “speaks” are tracked, evaluated and recorded: # workshops # attendees.</p> <p>E-Connector and postings in local media</p>	<p>Throughout 2017-2018</p>	

Goals Area Three: Provide support to diverse communities

Objective	Action Items	Success Indicators/ Outcomes	Due date	Mid Year review
<p>1. Honour indigenous communities as self-determinate, and support work with them".</p>	<p>Review BC CRN TRC Resolution – “The BC CRN provide, as much as possible, a respectful, safe and supportive environment for the aboriginal peoples of BC to come together to work on their own solutions on how to address abuse, neglect and self-neglect within their communities”</p> <p>The BC CRN review the “In a Good Way” protocol and recommend any necessary changes</p>	<p>Aboriginal communities start to use the BC CRN resources</p> <p>All TLs and Mentors informed and using the principles in the protocol</p>	<p>March 2018</p>	
<p>2. Provide culturally appropriate materials and support for specific groups including Aboriginal, Asian, South Asian, Francophone, LGBTQ2+s, etc.</p>	<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>Encourage CRNs to order translated materials from the BC CRN stock (on order form?)</p>	<p>Participation in CRN work has increased by 5%</p> <p>Multi-cultural site on website has all translated and other materials available. Track the number of hits. – Includes “Roads to Safety” in 11 languages and BC CRN Brochure in 5 languages</p> <p>Cultural groups have shown an interest in culturally specific</p>	<p>March 2018</p>	

	LGBTQ2+S project is complete and Tool Kit is being used by CRNs	materials More materials are ordered Tool Kit finished and in use		
3. Connect with community leaders and knowledge holders interested in sharing the work of the BC CRN	Connect with the First Nations 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	Contacts made and work is starting to be integrated	March 31, 2018	
4. Provide mentor development and training on cultural safety, cultural competency and allyship	Determine which mentors feel comfortable delivering culturally sensitive materials and help them develop their skills. Silvia Straka has offered to do a presentation on building alliances at the 2018 Summit	# 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. Website is the repository for all materials for board, staff and public.	Board and staff have password protected sites within the website Public website has the CRN Library for PDF fillable forms for coordinators	Ongoing – kept up to date at all times	June 30, 2017	
2. Examine all potential sources of ongoing funding	Continue to build relationships with all present and potential funders	Funding continues at present level. Next 3-year grant approved	Ongoing	
3. Assist local CRNs in identifying local source of funding	Share information from “other” sources that CRNs receive funding from – Municipalities, Credit Unions, other in-kind for venue, snacks, meeting space, etc.	CRNs receive local funding to support activities/coordinators		
4. Fill in “holes” in Procedures Manual	Management Team identifies holes and prepares revisions or new policies Upload Policies and Procedures Manual onto the protected website	Policies approved and implemented Manual available	Ongoing	

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

Tasks	Action Items	Success Indicators/ Outcomes	Due date	Mid Yr review
<p>EXTERNAL:</p> <ol style="list-style-type: none"> 1. Inform and connect with other organizations and agencies as well as the general public. 	<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>	Ongoing	
<p>INTERNAL:</p> <ol style="list-style-type: none"> 1. Inform and connect with all CRNs, Mentors, TL's and contractors 2. Mentors track and solicit "stories" and testimonials 3. Review suite of "Manuals" and Tool Kits 4. 5 Regional Gatherings to include Coordinators and key volunteers in each region. 	<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. Review and simplify where possible</p> <p>Gatherings held</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>Manuals updated</p> <p>Evaluations indicate that participants have more in depth knowledge of BC CRN and its role in community</p>	March 31, 2018	