

Milestones Chart 2009/10

Initiative	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Deliverables
Common Client Database				Year 2 agencies sign MOU	Develop Goldcare system management (w sharepoint) strategy		Better Living and St. Clair West Live	Pilot de-brief and phase II implementation plan	Implementation Kick-off			Phase II Live Phase I Implementation Audit	4 pilot agencies fully implemented 5 new agencies implemented 10,000 client records on common database
Common Assessment (inter RAI-CHA)		InterRAI Training Strategy Pilot recommendations and phase II implementation plan	Finalize agencies for Phase II	Develop training/user manual Management reports training		InterRAI/Goldcare Training Phase II agencies implement					Phase II De-brief		4 pilot agencies fully implemented in supportive housing and day program 5 new agencies implemented 1,000 client assessments completed and analyzed
Service Delivery Best Practices	Revise Terms of Reference for Advisory Group Final report	Issue expression of interest and select BP Advisory Groups Medication management Pilot	Initiate Supportive Housing practice review		Medication management pilot evaluation Self-Assessment Supportive Housing	Initiate Meals on Wheels practice review	Initiate Caregiver Support practice review	Self –Assessment Meals on Wheels	Self-Assessment Caregiver Support	Initiate client intervention and assistance practice review	Self-Assessment Client Intervention and Assistance Best Practices Agency Application survey		4 new best practice guidelines developed 3 sector-wide solutions to address key risks 100% seniors agencies complete self-assessment
Staff Training			E-learning for existing programs available	Initiate Transportation, Homemaking services orientation, Volunteer orientation, HR orientation	Shared agency training opportunities posted on SharePoint	Initiate Community Worker Safety Training – Phase 2 Homemaking and Transportation training available		HR/VR orientation programs available			Survey on effectiveness of training programs	Evaluate and report on Training	4 new training programs developed 300 individuals trained through shared training programs
Human Resources Recruitment and Retention Strategy	Initiate recruitment for HR Project Manager Define Terms of Reference for HR Advisory Group and HR Best Practices ID key HR contacts for all agencies	Issue Expression of Interest and select HRAG, HRBP and sub-committees	Project Manager hired Careers in CSS available Best Practices related to recruitment, onboarding and training is defined Vulnerable sector screening policy and practices in place	Recruitment related HR forms and programs posted Links to shared services business partners (criminal/background checks, legal) posted Collective Agreements posted	Develop Sector Brand Key messaging for recruitment/retention		Present Sector Brand Key messaging to GC	Design Sector Brand recruitment materials	Present SB recruitment materials to GC	Launch Sector Brand Ad Campaign	Survey Best Practices applications	Evaluate and report on Best Practices applications	100% implementation of plan 50% of agencies contribute practices 75% agency participation, utilization, and satisfaction rates
Knowledge Exchange	Initiate recruitment for Communications/Share Point Administrator		C/S Administrator hired Sharepoint workplan developed Establish security access levels	Site launched							Survey on effectiveness of Knowledge Exchange	Evaluate and report on effectiveness of Knowledge Exchange	100% of Central LHIN CSS providers registered on site 75% agency utilization and satisfaction rates
MIS/OHRS Standards		Year-end submissions completed		Data review session with CSS MIS project									7 participating agencies successful with year-end submission
Accountability & Strategic Plan Development	Joint Steering and Governance Committee meeting to establish process	Revise terms of reference	CSS Network approves terms of reference Issue expression of interest and select members 2008-09 year-end review with Governance Committee	Progress review meeting with Central LHIN Quarterly review of budget and deliverables	Network Consultation	Draft Plan & Consultation with Central LHIN	Final plan and proposal Quarterly review of budget and deliverables			Quarterly review of budget and deliverables			Achievement of deliverables Successful proposal to the Central LHIN