



FRIENDSHIP • SUPPORT • COMMUNITY

Workforce Development and Management

CQI 2019

Workforce Development and Management Plan 2019

Lifetime Networks Mission: We foster networks of friendship and support for people with diversabilities to enhance community.

Overview:

The purpose of the Workforce development and management Report is to summarize Lifetime Networks' human resource trends, issues and activities for the previous year (November 2017- October 2018). Quality improvement goals have been set for the next year (November 2018 to October 2019).

Summary of 2018 Goals:

Over the past year, Lifetime Networks has worked hard to grow what is called our Human Resources policy and procedure. Some of the key activities include the following:

- Job descriptions were reassessed and updated.
- Orientation presentation as well as catch the passion presentation we updated and improved to more information on Lifetime Networks.
- Exit interview data was collected and recorded to better understand how we can decrease turnover rates.
- Questions were added to the annual survey regarding benefits and job satisfaction.
- All efforts were made to increase hours for part time employees to reduce turnover within this employee group.
- Benefits were provided to employees working over 24 hours per week in hopes to reduce turnover and increase retention.
- Collected data from annual review and exit surveys to understand retention and satisfaction purposes therefore we realized the need for a separate recruitment and retention plan, which has been created for 2019.
- Completed our first audit on all employee files.

2019 Improvement Goals

In order to ensure that all employee files are up to date a new goal has been added to complete a semi annual audit of all staff files in IBEX, HR Database, LN Database and in personnel files are up to date and any missing documents are gathered. A large focus of the next year will be on ensuring that all probationary and annual reviews are conducted on time, leaving no outstanding reviews for the following year. Communication goals have been added to ensure that all Lifetime Networks staff are up to date will any events, policy changes, or important updates with IBEX. Continuing to update and improve the orientation presentation as well as catch the passion will important for Lifetime Networks staff to obtain the most current information to ensure success in their role..

Lifetime Networks Workforce Development and Management Plan November 2018- October 2019

Summary of 2019 Improvement Goals:

Workforce Development and Management 2019 Goal Grid

| # | 2018 Goal | 2019 Goals | Indicator for Success | Person Responsible | Timeline | 2018 Status/Results | 2019 Status/Results |
|----|---|---|--|-----------------------------------|---------------|---|---------------------|
| 1. | Track the number of employees hired in each program and gather data on how many employees move into other programs. | Review and update the Annual Review/probationary review form | New forms available to all managers. | HR Facilitator and Managers | February 2019 | September 2018- Not enough annual reviews were completed to gather enough data. | |
| 2. | - | Ensure all probationary and annual reviews are completed within a month of the scheduled review | By the end of the year there will be no outstanding reviews | Program Manager | November 2019 | - | |
| 3. | Ensure employees are comfortable with Lifetime Networks financial procedures. | Ensure the policies around financial procedures are clear and concise for all staff. | Email sent to all staff regarding the policies. Have all staff submit their receipts on time. | Program Manager | August 2019 | Completed June 2018. Question was added to reviews to ensure the employee felt confident adding mileage and expenses. | |
| 4. | - | Ensure all staff do not require assistance when entering and confirming shifts into IBEX. | Reduced amount of reminder calls, texts and emails from managers and facilitators. | Program managers and facilitators | May 2019 | - | |

| # | 2018 Goal | 2019 Goals | Indicator for Success | Person Responsible | Timeline | 2018 Status/Results | 2019 Status/Results |
|----|-----------|--|--|-------------------------------------|--------------------------|--|---------------------|
| 5. | - | Completed an audit semi annually of all IBEX files, employee files and database to ensure accuracy and up to date information. | Decrease the amount of errors in those files. | HR Facilitator and Finance Director | May 2019 October 2019 | First audit completed in November 2018 | |
| 6. | - | Apply for HR grant to receive more HR support | Submitted application for HR grant | HR Facilitator | April 2019 | | |
| 7. | - | Increase and improve communication between all staff | Have a platform available for staff to connect and share events, and community connections. | HR Facilitator | January 2019 | | |
| 8. | | Update orientation process with open future learning policies and procedures | Have all new staff complete their competencies on OFL and enter in their time for their 2 hours. | HR Facilitator | March 2019 | | |