



WORKFORCE DEVELOPMENT AND
MANAGEMENT
CQI 2021

Workforce Development and Management Plan 2021

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 2020. Quality improvement goals have been set for 2021.

Summary of 2020:

The year 2020 has been busy and eventful at Lifetime Networks. Our agency is impacted daily by the pandemic but staff and participants have shown tremendous resiliency while learning and adapting to new procedures. Management and committees have worked diligently to create and implement protocols that meet Public Health, WorkSafe, and CLBC guidelines. Also in 2020, the HR Manager left her role in May and we welcomed a long-term manager back from medical leave in September to fill this role. Amidst all of this, Lifetime Networks continues to participate in advocacy around low wage redress with the BC Government.

A summary of activities include:

- The Procedures Manual was finalized and evolves as new procedures are brought forward.
- New roles were created in the agency and are highlighted further in the Recruitment and Retention Plan.
- Lifetime Networks switched to a new counselling program to ensure staff have more access to counselling supports through benefits.
- A network share drive was created for Coordinators to ensure timely filing of reviews and compliance documents.
- The Staff Exiting Form was updated to ensure a comprehensive exiting is completed.
- Staff received a raise on April 1st, 2020.
- The Annual Survey respondents revealed that 64% of employees enjoyed the Annual Review Process and 34% revealed it was not applicable to them because they did not have one.

Summary of 2020 Goals:

Goal 1 Audit personnel folders twice a year for outstanding documentation.

This goal was completed. An audit was done in January 2020 and no outstanding documentation was highlighted. In July 2020, another audit was created and revealed that not all documentation had been placed into personnel folders between prior to the creation of our Network Share Drive created. In the year 2021, HR

and relevant employees will continue to work diligently to retrieve missing documentation and ensure correct dates are entered into the HRDB.

Goal 2: Ensure all probationary and annual reviews are completed within a month of the scheduled review.

This goal was not completed and will be a continuous goal. In 2021, all relevant staff will work diligently to ensure correct dates are entered into HRDB correctly during onboarding and at scheduled dates of conducted reviews.

Goal 3: Personnel subfolders will be organized by year rather category for easier file audits.

This process was started and will be organized in a manner that works well for the agency.

Goal 4: Run monthly service reports in IBEX to ensure all staff are receiving pay increases in a timely matter.

This goal was not completed because the process did not work efficiently for the agency. HR and Finance will determine a procedure that ensures staff are reviewed regularly. Currently, this information is on the Annual Review form and may be part of the process.

Goal 5: Ensure there is an opportunity for staff outside of office to have the same communication as office staff.

Lifetime Networks works hard to ensure staff receive communication. In 2019, The Know was created in hopes to share fun and relevant information amongst all employees. This platform discontinued at the end of July 2020 due to lack of readers. HR will work with R&R and Management to explore a different platform.

Goal 6: To make orientation more Lifetime Networks-centric with videos created by participants in Theatre Troupe.

This goal was started and some videos were created. HR will continue efforts to improve the orientation and onboarding process.

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Summary of 2021 Improvement Goals:

Workforce Development and Management 2021 Goal Grid

#	2020 Goal	2021 Goals	Indicator for Success	Person Responsible	Target Date	2020 Status/Results	2021 Completion Date/Status
1.	Audit personnel folders twice a year for outstanding documentation.	Audit personnel folders twice a year for outstanding documentation.	HR will audit and identify outstanding documentation needed for employees. This information will be distributed to Program Managers.	HR Manager and HR Admin Assistant	January 2021 July 2021	Complete	
2.	Ensure all probationary and annual reviews are completed within a month of the scheduled review.	Ensure all personnel folders are compliant.	By the end of the year there will be no outstanding documentation including reviews	HR Manager, Program Managers and Coordinators	February 2021 August 2021	Not complete- information was not entered into HRDB correctly and many documents that were completed never made it into personnel folders. HR has access to old HR email to recover missing documents.	
3.	Personnel subfolders will be organized by year rather category for easier file audits.	Personnel Folders will be organized to be efficient and user friendly to meet agency standards.	All personnel subfolders will be organized. Seek consultation from all people that access.	HR Manager	February 2021	Complete	

#	2020 Goal	2021 Goals	Indicator for Success	Person Responsible	Target Date	2020 Status/Results	2021 Completion Date/Status
4.	Run monthly service reports in IBEX to ensure all staff are receiving pay increases in a timely matter.	Determine Procedure to ensure staff are receiving correct pay.	All staff will be at correct rate of pay.	HR Manager and Payroll	monthly	Not Complete- this proved to be an efficient way to track wages. HR and Payroll audit quarterly instead.	
7.	Ensure there is an opportunity for staff outside of office to have the same communication as office staff.	Ensure there is an opportunity for staff outside of office to have the same communication as office staff.	A new platform for communication will be determined.	HR Manager, R&R, Management	ongoing	Complete	
8.	To make orientation more Lifetime Networks-centric with videos created by participants in Theatre Troupe.	Revamp Onboarding and Orientation Process	Orientation will be clear, comprehensive, and ensure all quality standards are met.	HR Manager and HR Admin Assistant	January 2021	Not Complete- this was goal made by past HR manager. New HR Manager is updating full orientation and onboarding process.	

