

REPORT FROM THE EXECUTIVE DIRECTOR

Community Living Parry Sound has effectively transitioned to a new personalized approach and business model. Leadership is shared across the organization. There is an increased openness to change, with tools and strategies in place to continue growing and improving the fee-for-service business model. This transition was achieved through an engagement with LIFT Philanthropy Partners and the dedication of staff to the CLPS mission: *Our purpose is to support people with disabilities build better lives in their community. We do this through partnerships, innovation and education.*

The CLPS/LIFT engagement was over a 20-month period with the engagement officially coming to a close at the end of December 2018; however, our work continues today. The CLPS/LIFT engagement was guided by the CLPS/LIFT Plan. The plan was developed collaboratively by LIFT and the CLPS Leadership Team and based on the Organizational Capacity Assessment Tool (OCAT) sessions conducted with both the CLPS Board and Management Team. The plan was also developed in full alignment with the newly developed Strategic Plan. The CLPS/LIFT Plan had the following goals:

Refined Service Portfolio: LIFT facilitated workshops to develop a process map to help highlight people's experience with CLPS and document opportunities to enhance the transition to a personalized approach, including an updated service offering.

Change Management: LIFT assisted in the development of a change management strategy to help ensure buy-in across the organization and remove potential obstacles as the organization transforms its business model. This plan was transferred to a project management tool called Trello and is 75% completed.

Measurement: LIFT provided additional expertise from MNP Consultants to assist us in our need to better evaluate our work. An outcome measurement framework to ensure that the organization has clear social outcomes, both at the organizational level and at the personal level, with systems in place to both prove and improve results. The outcome measurement framework incorporates metrics around social impact, operational performance and the LIFT/CLPS partnership. In addition, a dashboard to track progress on the new strategic plan was also developed. These measurement tools are included in this report.

Leadership Development Strategy: Gina Vergillio and Associates worked with staff at every level to deliver leadership development to create a culture of shared leadership within CLPS as well as worked with the Board of Directors to develop an Executive Director Succession Plan.

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At the end of the engagement in December 2018, CLPS worked with 190 people, up from 168 at the start of the engagement; 40% of the people CLPS served were funded through direct funding compared to 25% in June 2018. At the time of writing this report we are supporting 206 people with 42% in receipt of direct funding demonstrating that the social impact of CLPS continues to grow.

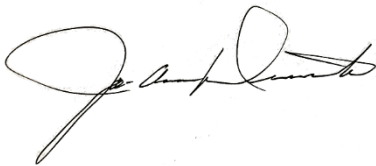
In addition to the CLPS/LIFT engagement agreement, LIFT further assisted with our Community First philosophy by enabling us to create a more mobile workforce. Through the LIFT partnership we were connected with Online Business Systems who performed an IT audit. This audit gave us the confidence to proceed with considerable IT upgrades, which has significantly improved efficiencies. We continue to work through the recommendations of this audit.

CLPS has made huge strides with measurement, and we have strong tools and frameworks in place for measuring our social impact. Our work now is to couple data collection with thoughtful target setting and analysis to ensure efforts on evaluation and measurement are being used to improve program delivery and achieve greater impact.

“That which is measured improves. That which is measured and reported improves exponentially.” - Karl Pearson

I would like to extend our sincere gratitude to LIFT Philanthropy Partners for their investment and belief in CLPS, to the Board of Directors for their enduring support, and to the staff for their passion to our work.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Jo-Anne Demick', written in a cursive style.

*Jo-Anne Demick
Executive Director*