



DeafBlind
ONTARIO SERVICES

Together We Thrive

Strategic Plan 2019-2022 Reporting Document

Fiscal Year 2019-2020: April 1, 2019 – September 30, 2019

Continue to Champion our Strategic Principles

1. Exceptional Service
2. Engaged Employees
3. Enriched Collaboration

LEGEND

(Please note: Several Strategic Objectives contain multiple initiatives. All Strategic Objectives are multi-year unless noted)

| On track (70% or more of initiatives complete) | | Additional action required (50% or more of initiatives complete) | | Action required/Not on track (less than 50% of initiatives complete) | | N/A for fiscal year | |
|--|--|--|------------------------|--|--------------|---------------------|----------------|
| Strategic Objectives - Key Considerations for Success - | | Committee Assignment (if applicable) | Total # of initiatives | FY 2019/2020 | FY 2020/2021 | FY 2021/2022 | Overall Status |
| a | Continue to build and sustain the DeafBlind Ontario Services Culture | Finance Governance Government Relations | 4 | 2 | | | |
| b | Empower employees at all levels | | 3 | 3 | | | |
| c | Foster external collaboration (Provincial, National, International) | Government Relations Client Services Finance Governance | 7 | 3 | | | |
| | | | | 1 | | | |
| d | Continue evolution and growth of DeafBlind Ontario Services | Client Services Finance | 6 | 2 | | | |
| e | Review governance of DeafBlind Ontario Services | Governance/Governance Review Sub-Committee | 1 | 1 | | | |
| f | Be the Intervenor Services provider of choice for Ontario | Client Services Government Relations | 6 | 2 | | | |
| g | Explore development of a Northern Ontario Strategy to support and serve Ontarians who are living with deafblindness | Client Services | 1 | 1 | | | |
| h | Continue a leadership role in development and implementation of accreditation for agencies and organizations that support people who are living with deafblindness | | 2 | | | | |
| i | Continue to evolve and implement a Government Relations Strategy | Government Relations | 1 | 1 | | | |



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| | | | | | | | |
|---|---|----------------------|---|---|--|--|--|
| j | Continue to develop and implement a Communication and Engagement Strategy | Government Relations | 4 | 1 | | | |
| | | | | 3 | | | |
| k | Optimize benefits of employing technology | | 4 | | | | |