

## COO Projects: Status Report

Projects	Current Status	Notes
1. Formalization of a Performance Development and Review program		Believe this is for management and a tool to be used to support strategic plan and Balanced scorecard but also ensure we are retaining staff and also doing succession
2. Introduction of Process Mapping		Process mapping plays a large role in Knowledge management and will in fact be the first step in that process. This will begin in January within our Knowledge management project and going forward these will be tied together for the purposes of reporting.
3. Program and Service Review procedures.		Output from Balanced Scorecard.
4. Development and integration of Knowledge Management systems.		Work begins with council and then the executive in second semester. See KM folder for all the details.
5. Introduction of a Balanced Scorecard evaluation of organizational performance.		The work on this has begun as we build the framework. President and COO recieved a presentation on output based Balanced Scorecard reporting and we are looking at adopting this. Carrie Passi will begin to build this along with a plan to integrate the
6. Introduction of Succession Planning for senior staff and other key roles		Conducted individual needs assessments in regards to training gaps in current roles; this will help us ensure that everyone has the tools and resources necessary to successfully
7. Reviewing Retention Strategies for all staff		Two fold: The first piece is an investment in current employees through skills, support and development. Second piece is to look forward to interests, capacities and

**Key Accomplishments:** Introduction of all intiatives to all staff and senior leadership. timeline and project charter work has begun on all long order projects. Mapping of projects initiated so we can see how they all fit together. Reporting and transparency around all initiatives complete.

**Key Upcoming Activities:** with a sign off on Dec. 19 from CEO and Board chair USC staff will begin working on these initiatives for January in the order laid out through charters and cut sheets. Reporting back on progress for Jan. 20th board meeting.