

STRATEGIC PLAN: 2022-2025



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Our Mission

At Momentum, our focus is on Enhancing Futures of persons with Intellectual and/or Developmental Disabilities (I/DD) and their families.

#EnhancingFutures

Our Vision

We envision a future where persons with I/DD are active participants in their communities, regardless of their abilities. Persons with I/DD will have the necessary opportunities, and supports where required, to meet their individualized needs.

Our Core Values

Integrity



We are open, honest, and respectful in our dealing with residents, families, communities, and one another. We give each other the benefit of the doubt and take pride in our work.

Quality



“Good enough” is never good enough. We continually seek to implement best practices as we strive to deliver the best quality of care for each individual. Each day we are committed to delivering our services at the highest standard of care, just as we would expect when seeking support for our own loved ones. It is the right thing to do.

Community



We care about where we live and work, and we celebrate the accomplishments of our team and others in the community. We want to make our corner of the world a better place to be. We are prepared to invest time and money into helping our community grow.

Action



We value big ideas, innovation, and ‘out-of-the-box’ thinking. We strive for efficiencies and always look for a better way. We are driven to succeed because of our shared desire to make a positive difference in the lives of others.

Fun



We all contribute to making our workplaces enjoyable. We find moments to celebrate our successes, both personal and professional. We know the power of laughter to bring positive energy into a room and a relationship, and we have a desire to find joy in our day to day lives.



MESSAGE FROM THE CEO:

Anne Whelan

Chief Executive Officer
Board Chair

Two years ago, when the World Health Organization declared a global pandemic, few of us could fully comprehend just how much COVID-19 (a strange-sounding name that is a household word now) could alter our lives. For those of us who are part of the IDD world, the challenges have been immense. For people living with IDD, the consequences of the pandemic were often quite challenging: not being able to see family or enjoy regular social activities, masking and social distancing, and many, many changes in daily routine. The world changed for their support workers as well, in ways we have seen throughout the community healthcare system. At Momentum, our employees 'stepped up' during the pandemic in ways that showed just how dedicated they are; staff who volunteered to stay with a COVID-positive individual in the early days when nobody really knew what was happening, management who gave up planned vacations, and people throughout the organization who worked double their regular hours to cover off when their peers were unable to work. This is living proof that the Momentum team is deeply committed to helping individuals with IDD live life to the fullest – safe, secure, happy. I want to personally thank each and every one of the team for living the core values in a way that truly shows how much you care. You make a difference every single day.

This annual report and strategic plan is the culmination of the efforts of many people, both over the last year and throughout the founding and growth of Momentum. Within the pages are stories of some of those great people I just mentioned, as well as exciting information about our organization and our plans for the future. Sharing these is an opportunity to demonstrate how far we've come over the years, as well as the big plans we have to continue to respond to the needs of the IDD community.

I'd like to acknowledge the work of the Momentum leadership team, under the very competent guidance of Chad Perrin, Executive Director. Chad and his team have grown Momentum from a small, specialized service in the metro region to a province-wide resource supporting individuals with IDD to live fully within their community. As you'll see from the plans in this document, we've got more exciting plans for the future that will provide even greater options.

None of this work could happen without the dedicated support of individuals within the regional health authorities, families, community organizations, and of course, our incredible team. As we embark on the next phase of our growth, we are excited to learn from you, to partner with you, and to grow our services together towards a common purpose – together, we can make the future bright.

A handwritten signature in black ink that reads "Anne Whelan".

MESSAGE FROM THE ED:



Chad Perrin
Executive Director

“Quality is defined at the point of interaction between the staff member and the individual with a disability”. – John F Kennedy, Jr.

Momentum has seen a lot of growth over the past few years. I feel I can attribute our continued success to three key things:

- a) the ongoing commitment and demonstrated passion of our Developmental Support Workers, Home Managers and all of our staff to supporting persons with disabilities;
- b) the broader community becoming more aware of who we are, what we do and the services we offer; and
- c) our ongoing dialogue with Government, our stakeholders and other community partners in furtherance of our cause: Enhancing Futures of persons with disabilities to live in, and be active participants, in their communities.

Even in the midst of the COVID-19 pandemic, our efforts did not diminish. From presentations to many organizations to discuss solutions & opportunities to work together (i.e. Autism Society of NL, Health Accord NL, Disability Policy Office), to working with other organizations to develop and provide more training for our people (i.e. the National Association for the Dually Diagnosed, NADD) we are committed to our mission and purpose. As we've been listening to our staff, to our clients, to their families and others, we've been learning more about the existing opportunities to continue to make a difference. We've heard about gaps in existing policy and programs, & we've had more communities in Newfoundland and Labrador and beyond requesting our presence to provide care. Our next steps into the future become increasingly critical. This strategic plan document outlines who we are, what we do and our plan to meet the growing needs we see. I invite you to become a part of Momentum's work; whether as an employee or ally, we need your support to make this change in our communities possible.

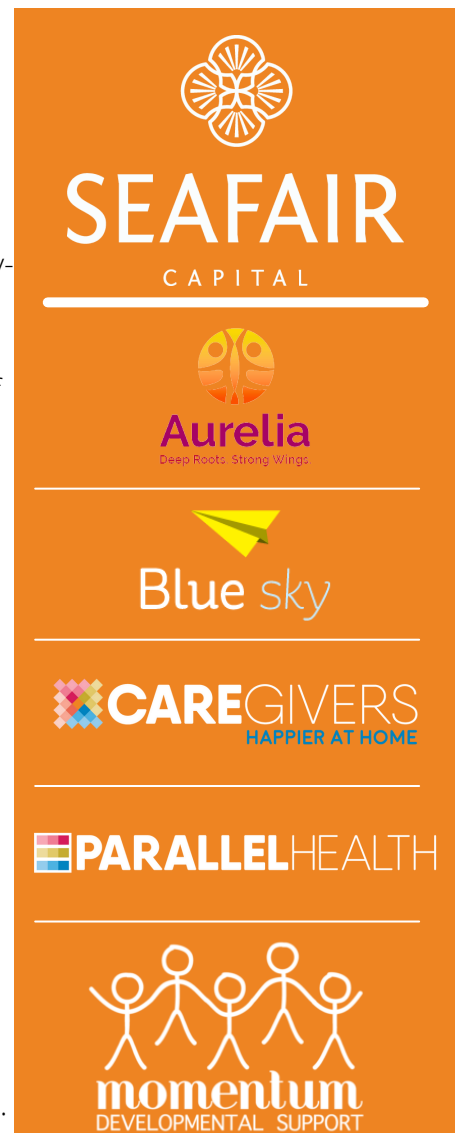
A handwritten signature in blue ink, appearing to read 'Chad Perrin'. The signature is fluid and cursive, with a long horizontal stroke at the end.

WHO WE ARE

Momentum has been providing residential care and support to persons with disabilities for more than a decade. We are a Newfoundland and Labrador based company that formed to meet an increasing need for our client demographic.

Momentum utilizes an evidence-based approach; our industry-leading practices were recognized during our program's national accreditation. We have seen an increase in the requirement for services for persons with disabilities. Some of the needs we've noticed from a provider lens include the requirement for service coordination, the need for a higher level of training for support workers, as well as the need to focus on competency-based development & management of front-line support staff. In recognizing the rise in complex needs, the organization began building and recruiting specialized resources to help these individuals and families. Formerly a division of CareGivers Inc., Momentum was separately incorporated and licensed by the Regional Health Authorities in 2021.

Momentum strives to be a leading practice organization. Our approach is developed based on the Mission, Vision and Core Values of the organization. Momentum Developmental Support is a community care venture under Seafair Capital - designated a Best Managed Company in Canada. To learn more about our parent company, visit www.seafaircapital.com.



Because we're
stronger
when we work
together.

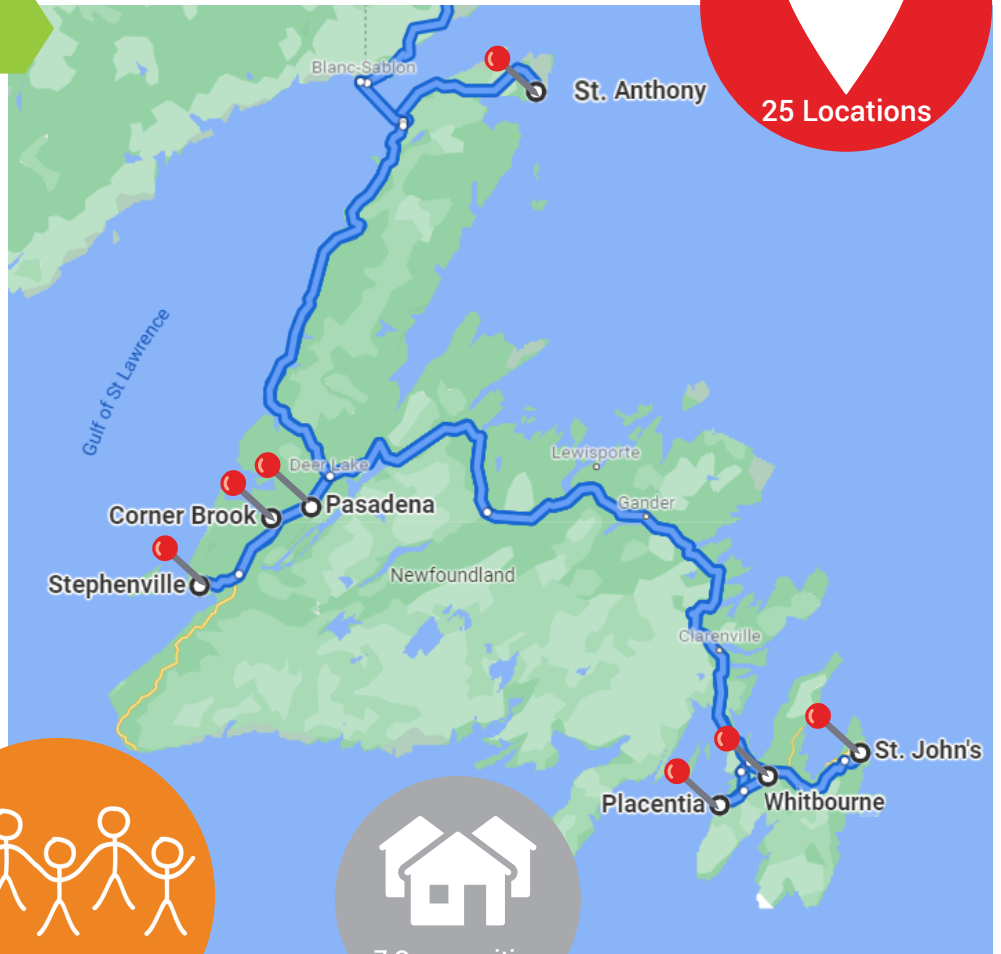


PROGRAM DELIVERY

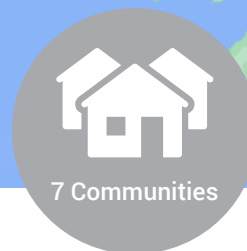
LOCATIONS

Clients served from coast to coast:

- St. John's
- Whitbourne
- Placentia
- Pasadena
- Corner Brook
- Stephenville
- St. Anthony



25 Locations



PROGRAMS

SUPPORTIVE INDEPENDENT LIVING

Our supportive independent living programs provide support for individuals who live on their own. The focus is on independent living and community integration.



We use assessment tools to assist in determining the level of care needed, planning service delivery, facilitating quality planning initiatives, and monitoring the outcomes of our service offerings. We are always looking for ways to improve our offerings and have invested in specialized outcome monitoring software which enables us to measure the progress of each individual through goal reporting.

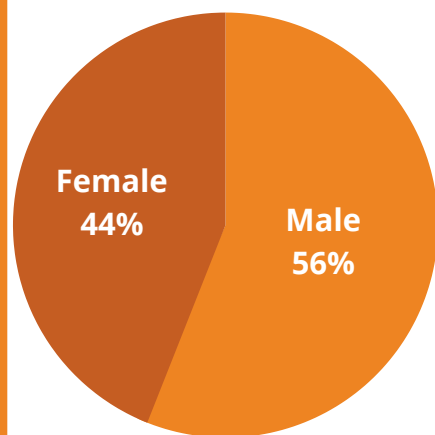
RESIDENTIAL SUPPORT

In this program, the residence is provided by Momentum. One to three residents live in each home, and the Developmental Support Workers are present 24/7. These are longer term arrangements that focus on individual development and community integration.

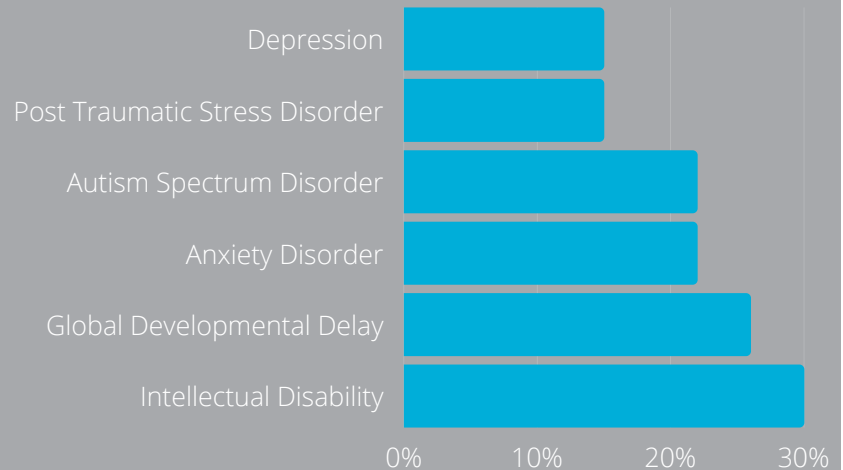
OUR CLIENTS

At Momentum, our focus is on enhancing futures. We offer residential care homes to individuals who have a developmental disability. Our program provides a stable, supportive environment for our residents so they can maintain independence in daily living. The majority of clients come to Momentum through the referral of their social worker or Regional Health Authority Management.

Active Client Gender



Most Common Client Conditions

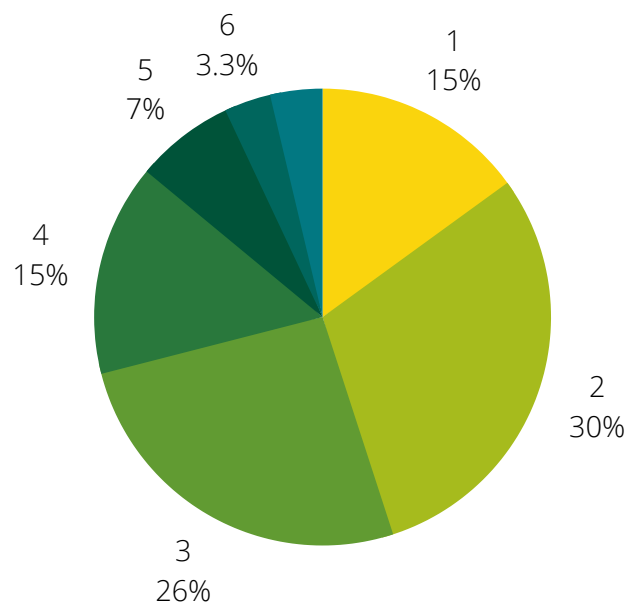


SUPPORTING OUR CLIENTS

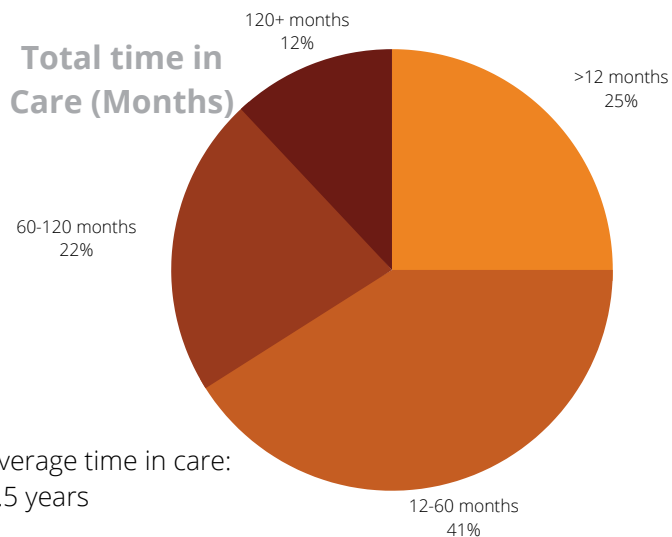
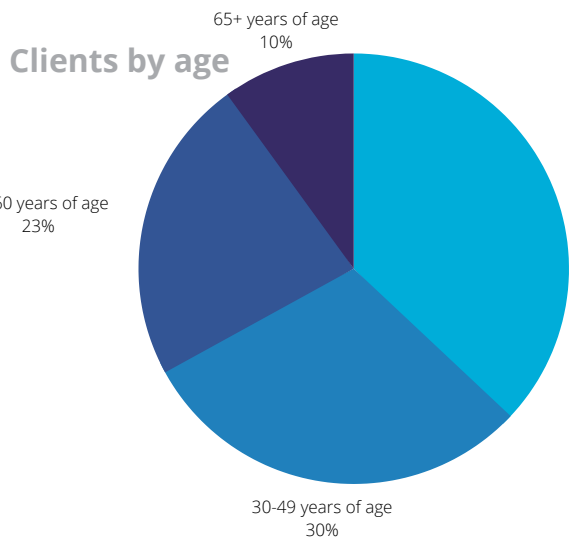


Our team uses positive behavioral support strategies to guide the behaviors of our residents. Where necessary, we work with Behavioral Management Specialists and follow Behavioral Support Plan strategies put into place. Our care team receives specialized training in working with individuals with developmental disabilities and identifying the symptoms of mental illness from our online learning platform. Each team member is also required to maintain certification in CPI's Non-Violent Crisis Intervention training program, as well as Emergency First Aid.

Number of Co-Occurring Mental Health Diagnoses



CLIENT SATISFACTION



Client's and their families were surveyed to gauge satisfaction.

Total survey results: 30



| Question: | Yes |
|---|-----|
| Do you like where you live? | 80% |
| Is your home set up to help you do things on your own (as much as you can)? | 93% |
| Do you have what you need in your home? | 87% |
| Do you feel like you have people who care about you? | 90% |
| Do you feel comfortable asking your staff for help when you need it? | 87% |
| Do you feel like you are getting the care that you need? | 80% |



CLIENT PERSPECTIVE

CLIENT QUESTION AND ANSWERS:

Q: How long have you been living with Momentum? **A:** "Going on 6 months"

Q: Do you enjoy living here? **A:** "Yes, it's fun to be here with my staff. We go walking, play ball, journal, make arts and crafts, watch movies on Netflix. My favorite show right now is Mom."

Q: How do you feel since moving into Momentum? **A:** "I feel good. I love my bed! And, because you guys take good care of me. I have learned what to do when I'm upset so I don't grab or hurt staff. We do "breathing exercises" together and relax and we talk about why I'm upset. My staff and Brian are good to me."



Family Experience:



"I have been with Momentum for three years. I love where I live because I can have my dog, Lady and I love my staff! I like going to Momentum Center, socializing with old neighbours, going to The Works, and bowling. Staff help me with my recycling business. It's successful! I also get to snow-blow in the winter and mow the lawn in the summer. I enjoy to do all these things with my staff. I like to do everything with them including the kitchen sink. :)" ~Sean Pinsent

"My son came to Momentum as an emergency placement. I supported my son on my own for the majority of his life. Since his intake in Momentum, Sean has been supported by an incredible team of Developmental Support Workers. Specifically Chris and Roger. Their maturity, commitment to supporting my son, and genuine care they provide has been life changing. They are the role models my son needed to thrive. I can see such growth in Sean and I give credit to these Men. Chris and Roger, along with the rest of the team, personify integrity, quality, community, action, and fun. ~ Anne Skanes

OUR TEAM

Our team works together with individuals, their families, and community supports to deliver care that aligns with each resident's unique needs and development goals.



DEVELOPMENTAL SUPPORT WORKERS

Developmental Support Workers (DSWs) are at the core of our service delivery. They work directly with the individuals we care for, providing prescribed support and supervision while helping residents be as independent as possible. Developmental Support Workers enable residents to achieve their desired quality of life by encouraging and supporting involvement in recreational and educational activities, household chores, and money management. They advocate on the resident's behalf and maintain homes so they are clean, safe, and hazard free.

HOME MANAGERS

Our Home Managers are responsible for supervising a home that is emotionally supportive, socially stimulating, and conducive to skill building and adaptability for our residents. Their goal is to create opportunities for residents to learn and grow, and to ensure Developmental Support Workers provide therapeutic support, while enabling residents to meet their individual goals. Home Managers train and supervise the Developmental Support Workers and ensure we offer industry-leading service to the individuals in our care.

REGIONAL DIRECTORS

The Regional Directors provide team-based leadership and are accountable for ensuring the organization meets its operational and strategic objectives. Each Regional Director works collaboratively with Home Managers, Developmental Support Workers, and the Support Team to maintain a high-quality service delivery across the organization. The Regional Directors are ambassadors for programs and services that support individuals with developmental disabilities, and frequently connect and collaborate with various community stakeholders, encouraging and facilitating opportunities to learn from one another.



ADMINISTRATIVE SUPPORT TEAM

Our Administrative Support Team manages a range of functions including scheduling, payroll, benefits, recruitment, information technology, and more.

DELIVERING QUALITY



Julia Bennett
Home Manager
**recently promoted to
Training Manager**

"I've been working with Momentum for over 3.5 years (started July 2018). I'm currently responsible for two clients, but have been responsible for 3-4 clients at times, throughout the last 3.5 years. My role as a Home Manager entails creating a safe environment for clients and support staff to foster growth and learning, developing client-centered care plans in collaboration with the clients' care team, and creating a supportive environment for support staff, so they can effectively implement care plans to ensure all clients have the potential to meet their goals. I also teach First Aid for three companies (CareGivers, Momentum & Bluesky).

The most rewarding part of my job is celebrating with the clients as they achieve life goals. Even the smallest accomplishments have the greatest impact. The smile on their faces when they've accomplished something, big or small, spreads so much positivity and joy. This is what the developmental support community is all about!"



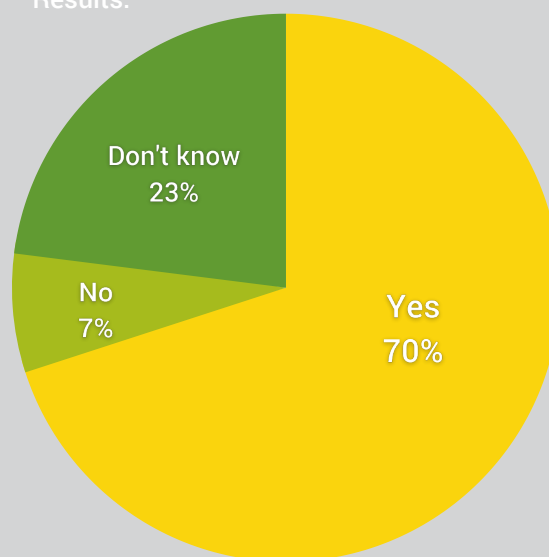
TRAINING

Our employees have a breadth of training options available to them. Momentum has several internal instructors in CPI's Non-Violent Crisis Intervention, and offer supplemental CPI training in Positive Behavioral Supports. We offer specialized training on supporting individuals with developmental disabilities, as well as supporting individuals living with mental illness on our online platform, Practicare Learning Solutions. Additional programs we have offered including First Aid/CPR, Mental Health First Aid, Applied Suicide Intervention Skills Training and more. We pride ourselves on ensuring we provide our employees with industry-leading training opportunities.

Client Satisfaction Survey Says:

Q: Do you feel like your staff have gotten the training they need to do their job?

Results:



DELIVERING ACTION

"My name is Josh McCann. I started as a home manager Jan 14 2020, three days before the iconic "Snowmageddon". Prior to my work as a Home Manager, I served as a police officer with the Royal Canadian Mounted Police in BC. I transitioned to Momentum, as I felt the role of Home Manager would allow me to help the vulnerable population in a greater context compared to what I could as a general duty police officer. In February 2021 I left for a short period of time to pursue other employment but quickly realized that I belong here with Momentum. In May of 2021 I returned as a Home Manager where I continue to advocate for my clients and make them laugh at my own expense. I am currently responsible for 2 clients but have been responsible for 6 at once at the start of the COVID-19 pandemic.



Josh McCann
Home Manager

The Home Manager Role: The role of Home manager is very busy...

0800 hours: Review on call reports, check incident reports, check scheduling to see who is working and if they have clocked in.

0851 hours: "Huddle". No, this isn't like a scrum in a rugby game. All Home Managers and the Regional Director meet every morning to collectively discuss the previous day and to discuss the plan for the day ahead. This is done virtually as an office scrum... or huddle... is prohibited during alert level 4.

1200 hours: I know what you're thinking. What happens between huddle and lunch? The simple answer is "everything". The morning can become chaotic quickly: incident follow up; checking budgets, shift reports, and communication logs; working with staffing to cover downshifts; reviewing pay stubs for DSW's; team meetings; external stakeholder meetings; home visits; and arranging COVID testing for clients and ourselves. If I am lucky I will eat lunch.

1500 hours: More meetings. Sometimes I get groceries for the clients that I serve. Then I handle scheduling issues, do home visits...by this time I am on my 75th email, phone call or text message, orientations with new staff, monthly reporting to social workers, and weekly expense reports. (Still haven't eaten yet. Guess it's eating on the run again today.) More to come about eating on the run in the Home Manager Survival Guide 1st Edition.

1630 hours: Technically the day is done, however I usually work until I have emailed myself 100 different things to do the next morning starting at 0800. I finish the day when I go home to my lovely wife and our two beautiful girls who welcome their daddy home. During pandemic outbreaks, this simply means leaving my home office and going upstairs. More about this in the Home Manager Survival Guide.

What do I love about my job? I love advocating for our clients. I also enjoy making their lives as fun as can be. For example, this Christmas I did "12 Days of Christmas" for one of my clients. 12 different gifts were given preceding Christmas Eve. The client loved this and looked forward to the daily knock at the door...not thinking or caring about the poor secret Santa that had to drop a gift and run while all the neighbors laughed at him traversing the snow-covered bank while facing December winds. Perhaps this made it even better for me. I always try to live our core values of integrity, quality, community, action and fun when performing my duties.

P.S. There isn't really a Momentum Home Manager Survival Guide."

DELIVERING COMMUNITY AND FUN

THE MOMENTUM CENTRE

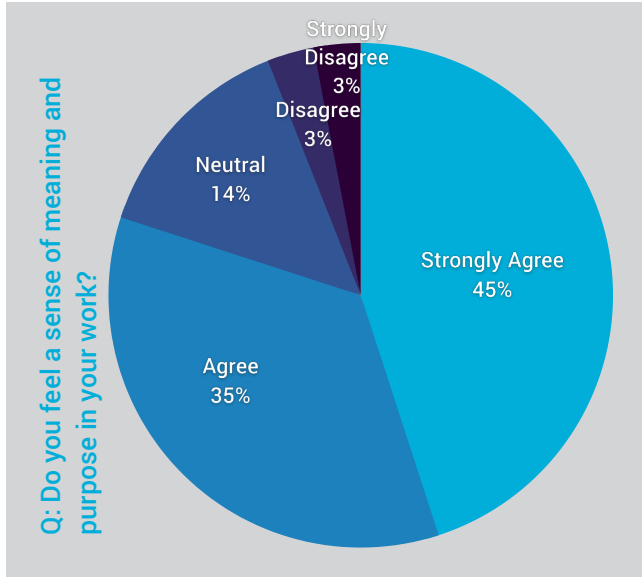


The Momentum Centre is a safe environment for our clients to retreat to twice weekly to connect and have some fun. The Centre is held in the community, mainly at Swilers Rugby Club on Crosbie Rd (other venues have included Easter Seals, St Pat Bowling Lanes and Kenmount Community Centre). Here, our clients come together and catch up with each other. It is a great opportunity for our clients to feel a sense of belonging and community. The Momentum Centre is hosted by our Home Managers and includes activities such as bingo, arts and crafts, bowling, cooking and gardening, just to name a few. At the Momentum Centre, we are living up to our core value of "Community," investing time and money to help our community grow.



EMPLOYEE EXPERIENCE

Results from our recent employee survey:



"My favorite part of my workday is definitely the interaction with the clients and helping to create moments of joy for them, whether that be playing a game of cards, doing a craft, or something so small like going to Tim's for a tea. The joy witnessed from such a small thing fills me with gratitude to be able to impact their lives everyday with such small acts. I do feel I make a difference in the clients lives as a DSW. They have such wonderful fulling lives with us and the quality care they receive is truly the best there is, I can confidently say that we make a difference in their lives everyday by showing up for them. Of our Core Values, **Quality** resonates with me the most, as we strive to give our clients the best quality of care we can at all times to ensure their needs are met. "



Jocelyn and client enjoying a company-sponsored boat tour in Dildo, NL

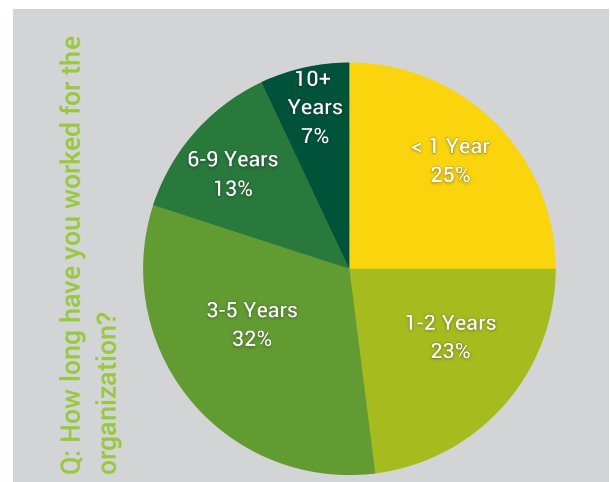
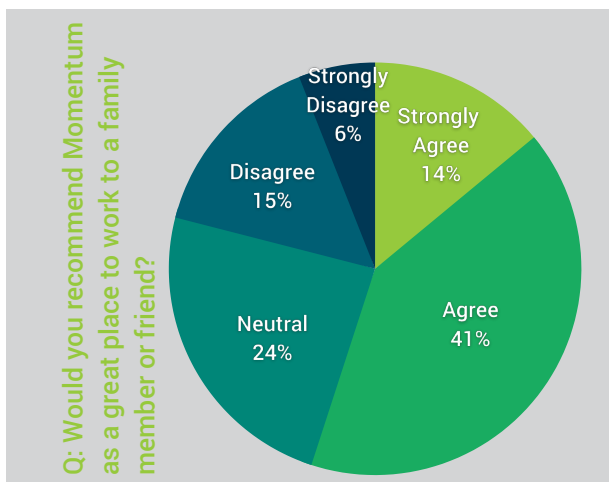
Top 3 answers from the Employee survey re: "What was your proudest moment at work in the past year?":

- Seeing client progress
- Moments of joy in the daily life of clients
- Working through the pandemic



DSW Jocelyn Mercer

Jocelyn has been with the company for almost 15 years. When asked how she has remained in this role so long, her response was: "I just simply enjoy this work. To help people and make such a difference in their lives is very rewarding and that makes me want to be there."





"My favorite part of the workday is coming in and seeing the clients smiling. It makes me feel happy. I feel like I make a difference in my role. To see clients completing activities of daily living and allowing support staff to help, makes me feel like I'm making a difference. My advice to fellow DSWs would be to give clients the freedom to do their own thing. Try to understand the underlying behaviors, and let them do what they need to do to feel better. It's their home, not ours. The Core Value that resonates with me the most is integrity because I believe in doing what is right and telling the truth." ~ Belinda Edmunds, Developmental Support Worker

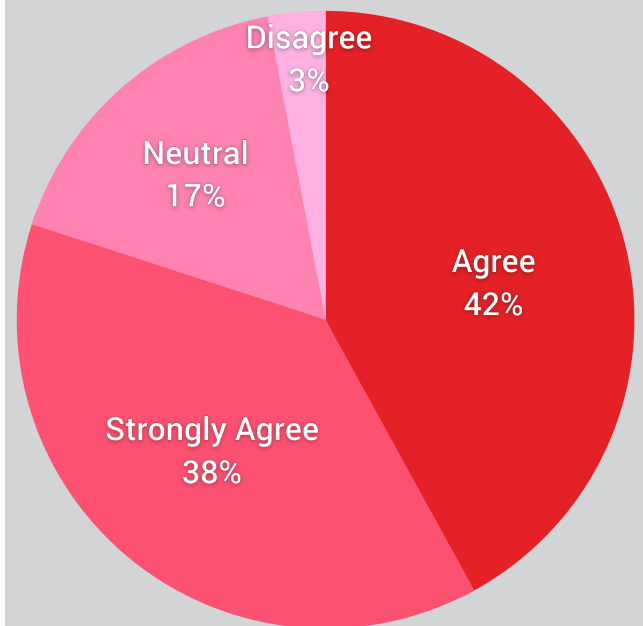
"Every day I report to shift, new opportunities open for learning, growth, and experiences. Being a DSW is not your typical 9-5 job. We do things consistently and follow routines: it assures the client's needs are met in a responsible manner. However, things may not always be as simple as they are written on paper. Every day is different. In this work environment you advocate and work in a team setting to provide the best quality of care for clients. That provides a sense of enjoyment in my workday. Knowing there is always support and guidance to make improvements when needed is a great sense of assurance. Providing for those who are most vulnerable is not only rewarding but offers a sense of fulfilment and job satisfaction. As a DSW, I do meaningful work that supports the lives of those I work with directly and also their families and the community. When family/caretakers are unable to provide for their loved ones, they need security and assurance that their loved ones will be well cared for. I aid in keeping clients safety the most important aspect in not only their homes but in their communities as well. We change lives by helping our clients.

Of our Core Values, our Core Value of fun resonates with me the most. I enjoy bringing laughter and excitement, and also a positive attitude each time I report to work. Our clients radiate off our energy - a happy attitude brings a happy home. It is so important that we make our workplace enjoyable and rewarding for not only ourselves but our clients as well. We celebrate even the littlest successes and build positive, enjoyable relationships with the clients we serve."



~ Natasha Lundrigan
Developmental Support Worker

Q: Do you understand Momentum's vision and purpose as a company?



Top answers from the Employee survey re: "What change(s) do you think Momentum should focus on in the next year?":

- Better compensation/benefits for DSWs
- Employee Recognition
- Ensure sufficient training
- Employee retention efforts
- Improve Policies and Procedures

COMMUNITY

COMMUNITY RESOURCES

- Autism Society of Newfoundland and Labrador
- Avalon Employment
- Canadian Mental Health Association – Newfoundland and Labrador
- Chapin Hall at the University of Chicago
- Coalition of Persons with Disabilities (COD-NL)
- Department of Health and Community Services - Services for Persons with Disabilities
- Easter Seals NL
- Empower – the Disability Resource Centre
- National Association for Developmental Disabilities
- Newfoundland & Labrador Down Syndrome Society
- Newfoundland and Labrador Community Living Association
- The Pottle Centre
- Praed Foundation
- Vera Perlin Society



Top 5 answers from the Employee survey re: "What opportunities do you think are out there to support our mission of Enhancing Futures of persons with disabilities and their families that we aren't working towards yet?":

- Support Community Partners and Advocacy Efforts
- Develop opportunities for community engagement
- More involvement with Person-and-Family centered care
- Develop a Day Program
- Maintain focus on stabilizing existing staff



We're proud to support the Autism Society, Newfoundland & Labrador in their #ActiveforAutism event, and provide a donation to support the organization's efforts. Thank you to everyone at the Society for their ongoing work in supporting **#personswithautism #EnhancingFutures #onebigcommunity**



Our staff visited The Gathering Place to provide 30 Christmas stockings, and supplies for their guests. The work they do is a vital part of supporting those in need in our community, and we're proud to support our community partner! **#enhancingfutures #enhancingfuturestogether #kindnesswanted #christmascommunity**





Staff in Western, NL brought 14 large stockings to the Community Mental Health Initiative Inc. We are proud to do our part in supporting our community partners, and CHMI are a key part of developing mental health supports in Corner Brook. **#enhancingfutures**
#enhancingfuturestogether



Support staff picked up a #smilecookie box from Tim Hortons in support of the Bridges to Hope Food Aid Centre program. **#bridgestohope** provide food aid assistance to those in Newfoundland and Labrador - we're happy to do our part in supporting our community **#enhancingfutures** **#enhancingfuturestogether**
#smile **#welovecookies** **#newfoundlandandlabrador**



@momentumsupport
#EnhancingFutures



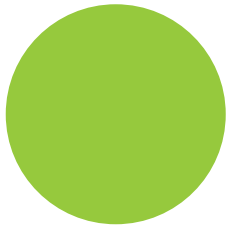
ADDITIONAL RESOURCES

- American Association on Intellectual and Developmental Disabilities
- American Psychiatric Association: DSM-5 Development
- Canadian Association for Community Living
- Centers for Disease Control and Prevention
- Developmental Disabilities Resource Center
- Developmental Services Ontario
- Dual Diagnosis: An Information Guide
- Medline Plus: Trusted Health Information for You
- Special Olympics



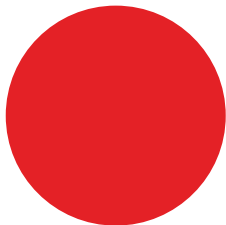
STRATEGIC PLAN OVERVIEW

We strive to be as inclusive as possible in our Strategic Plan development. We know that we are just a small part of a bigger group of supports for persons with disabilities that exist in Newfoundland and Labrador, and that others can bring key views to help us determine our next steps in our growth. Our inputs into our strategic plan process are included below:



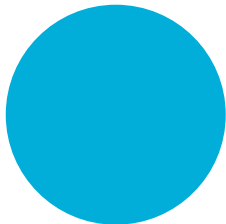
Momentum Employee Survey – May 2021

Our frontline workers completed a survey sent out by management to provide their input into what they want to see from Momentum in the next few years.



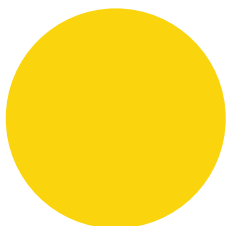
Client & Family Survey – June 2021

Our clients and/or their families completed a survey sent out by management to provide their input into what they want to see from Momentum in the next few years.



SWOT/PESTLE

Our management group engaged in a strategic review of Strengths, Weaknesses, Opportunities and Threats (SWOT). We also engaged in another strategic review of various factors of the work that we do including Political, Economic, Sociological, Technological, Legal & Environmental. These analyses are tools to help the executive team understand the wholistic picture of where Momentum is, in order to plan for its future.



Stakeholder Feedback



We also included in our decision-making input from various other stakeholders, which we've obtained from conversations and interviews over the year.

Armed with the above information, we have collated that data into a mid-term (3-year) and short-term (1-year) plan. We've selected the following pillars for our strategic plan, based on what we've heard:

- **Learning and Growth:** it's important to ensure that our employees are the best equipped, and best trained staff to support many of the complex presentations we see. As a result, ensuring we have plans on how to maintain that expectation is vital to meeting the intended outcomes of Momentum's program.
- **Internal Processes:** making sure that our businesses process are setup with a specific lens of ensuring success for our clients, their families and our staff is a vital part of Momentum meeting its mission mandate.
- **Customer Focused:** our clients and their families are the reason we're here, in supporting them on their journey. We're committed to ensuring we're doing our part to meet the needs of the communities we work within, and earning the trust of all of our stakeholders. We know "good enough", is never good enough. And we strive to be better in everything we do.



3-YEAR STRATEGIC PLAN

| Perspectives  | Strategic Objectives  |
|---|---|
| Learning and Growth | Our staff have the skills they need to excel in their roles |
| | Our staff have opportunities to build a career with Momentum and the group of Seafair OpCo's |
| Internal Process | Our employees and stakeholders have secure access to the information they need whenever they need it. |
| | The employee journey conveys our core values at each stage. |
| Client | Our services exemplify person- and family-centered care principles |
| | Our program ensures services are available to meet each community's needs |
| | Our program is available in a broader geographical area. |
| | Our program is more widely known in the community, because of the relationships we've developed. |



ANNUAL REPORTS



By outlining our strategic efforts for the next few years, we've broken down our 3-year plan into annual increments. We are dedicated to developing annual reports to provide progress updates on our operations as well as our strategic initiatives. Our annual report will be slated to be released February-March each year, and that is our pledge to you so that we can demonstrate the efforts of Momentum as an organization.



There's an old saying: "A journey of a thousand miles begins with a single step". We have worked diligently in our efforts of *Enhancing Futures* of persons with intellectual and/or developmental disabilities. However, there is still much to be done. We are committed to continuing this journey. There will likely be side roads to travel down, sights to see, and hazards to be mindful of as we do, but we are dedicated to doing our part to support our clients and their families while living out our core values of *Integrity, Quality, Community, Action, and Fun*. We'd love it if you joined us! Learn more about our programs on our social media and our website, and feel free to contact us to learn how you can help us meet these goals!



1-YEAR STRATEGIC PLAN

| Perspectives  | Strategic Objectives  |
|--|--|
| Learning and Growth | Creating a performance-based culture |
| | Competency-based supervision assessment |
| Internal Process | Develop strategies to ensure adequate operational staffing levels |
| Client | Incorporate person and family centered care into practice |
| | Successful third-party re-accreditation |
| | Develop and Implement innovative/cost effective programming |
| | Expand into 1 new geographic market |



momentum

DEVELOPMENTAL SUPPORT



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