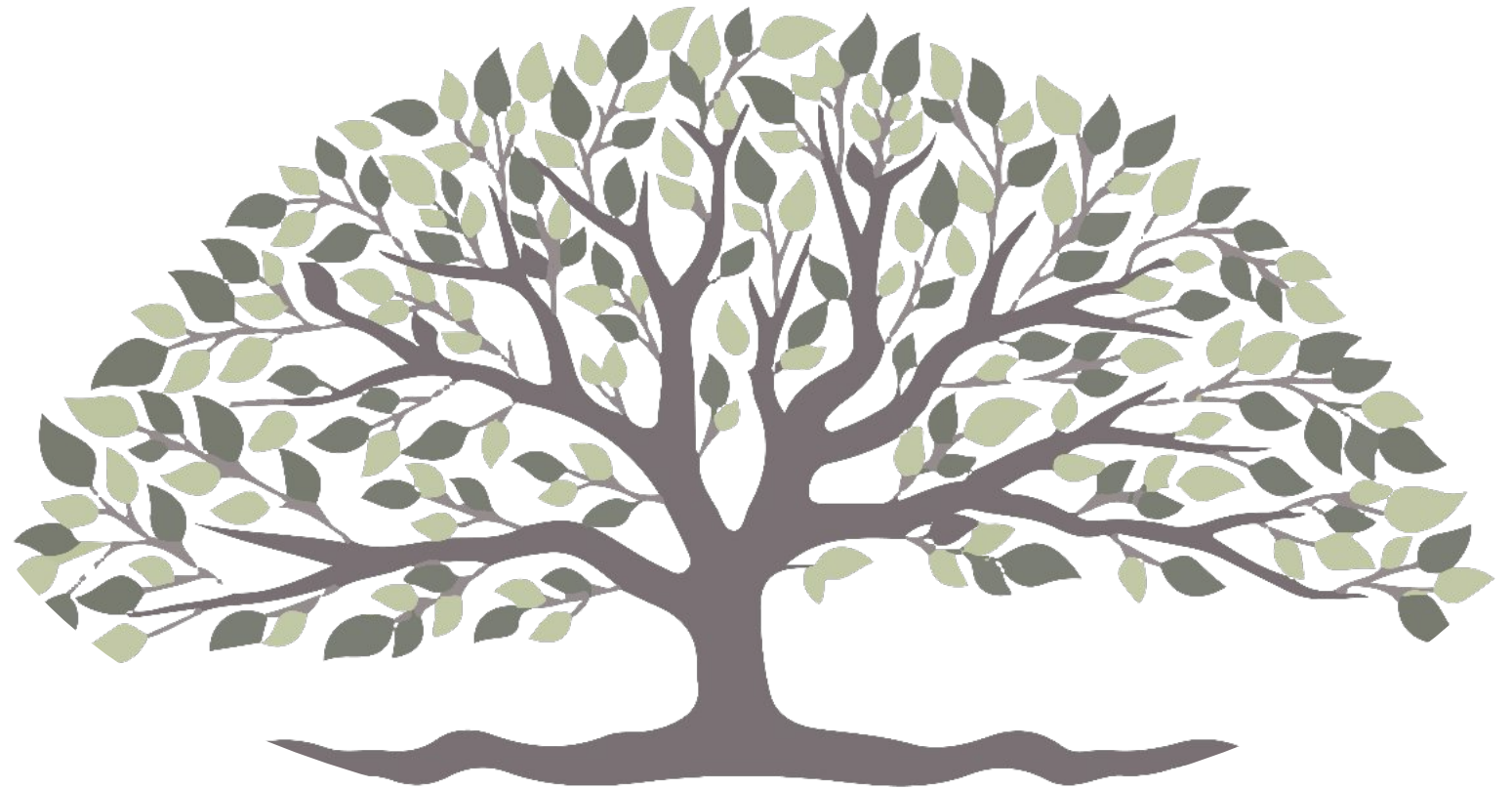


# Branching Out Support Services



Theory of Change, January 2024



Developed in collaboration  
with [Laridae](#)

# BOSS Theory of Change Process



**Phase 1:** Nov. 2023

Hypothesis

*What do we want to do?*

**Phase 2:** Dec. 2023 – Jan. 2024

Validation & Engagement

*What should we do?*

- Planning Kick-off
- Document Review
- Small working team: Draft intended impact & Theory of Change

- Full day Retreat with staff
- Coaching with working team
- B.O.S.S. led: Community Engagement & Laridae led survey
- 2hr Meeting to understand what it all means and final Theory of Change refinements.



# Why a Theory of Change?

A strong theory of change provides the following:

- Clarity on the business's purpose, values and intended impact.
- It is a key decision-making tool, that helps organizations stay grounded as new opportunities evolve.
- It is a communications strategy, that clearly articulates what we do.





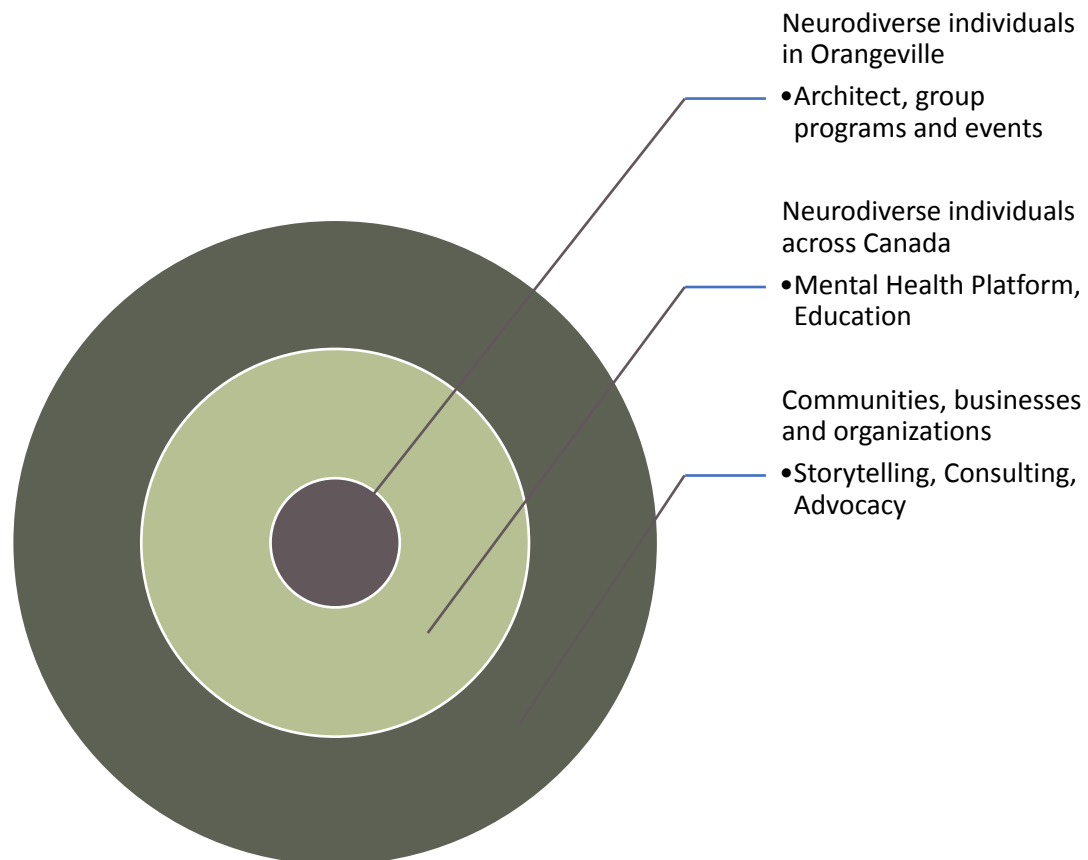
# Intended Impact Statement

**By 2028, neurodiverse individuals across their lifespan and their chosen families, across Canada, will have safe resources\* to thrive in the lifestyle they chose.**

Definitions:

\*safe resources are the BOSS model:

\*\* Approximately 600,000 Neurodiverse individuals across Canada (2023)





# What is the BOSS Model?

The BOSS model is a shift from traditional services that incorporates a trauma informed lens, and is driven by individuals, opportunities for choice, play and autonomy.





# Theory of Change Details

## Strategies

Neurodiversity and Trauma Informed Consulting

Neurodiverse Mental Health Platform

Community Education and Advocacy

Programming for Neurodiverse Individuals in Orangeville

## Activities

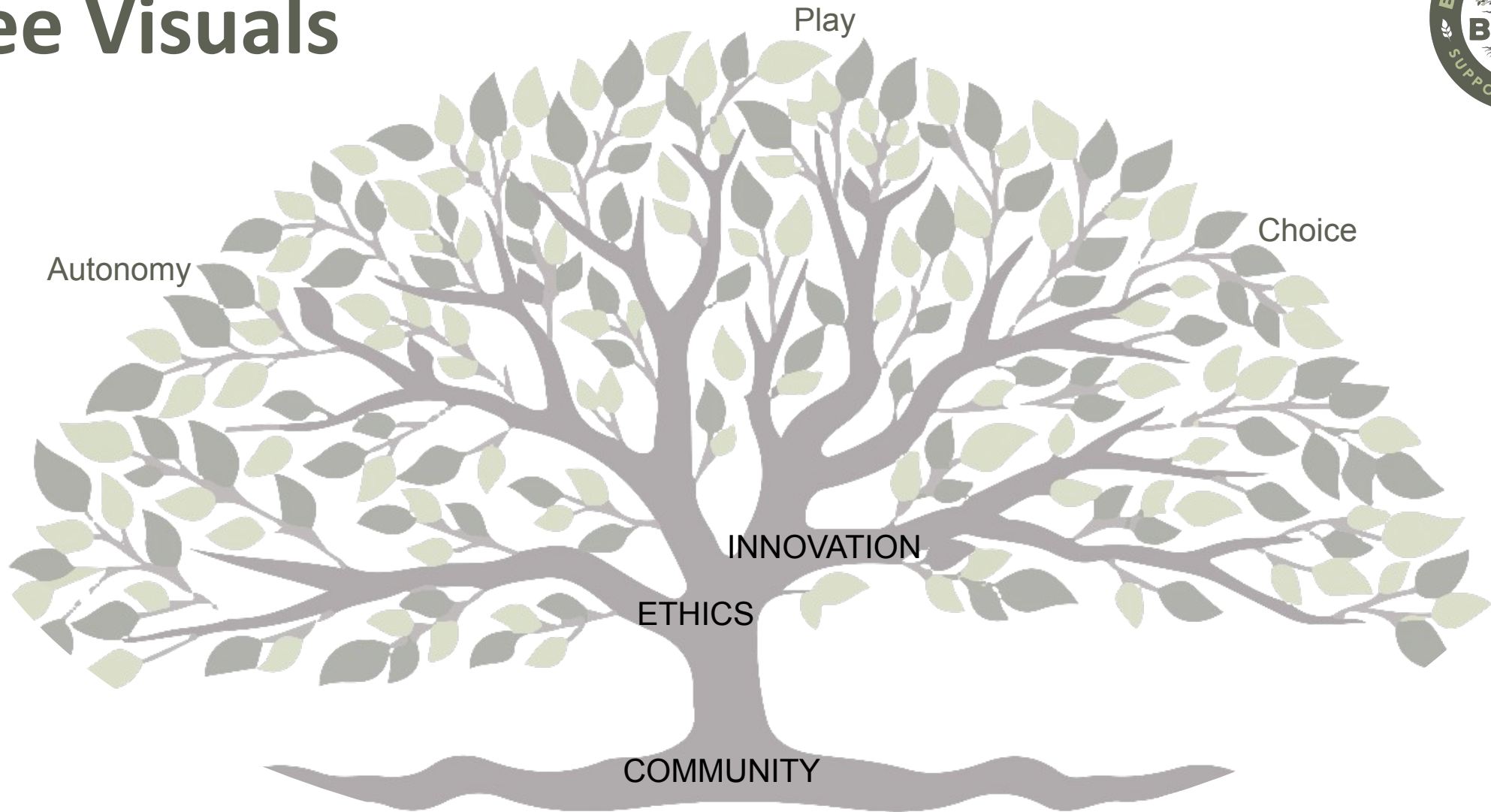
- Teaching organizations who primarily serve neurodiverse individuals how to be trauma informed and best practices  
Training local businesses and leaders on how to work with neurodiverse folks and best practices in creating a supportive environment
- Mentoring Academy, Free certificate: Trauma informed care

- Connecting individuals to mental health counsellors with neurodiversity training and a trauma informed lens

- Lectures towards leaders across Canada and various sectors
- Storytelling from the caregiver and individuals' perspective

- Architect program (10 individuals ages...)
- Group events
- 1-1 Respite
- Community involvement (volunteering at local organizations)

# Tree Visuals



The BOSS model is a shift from traditional services that incorporates a trauma informed lens, and is driven by individuals, opportunities for choice, play and autonomy



# Community Engagement Results







# Why Engage?



## Listen

To listen to stakeholders by gathering input, ideas, and suggestions.



## Include

To include stakeholders in the planning process, helping to generate buy-in.

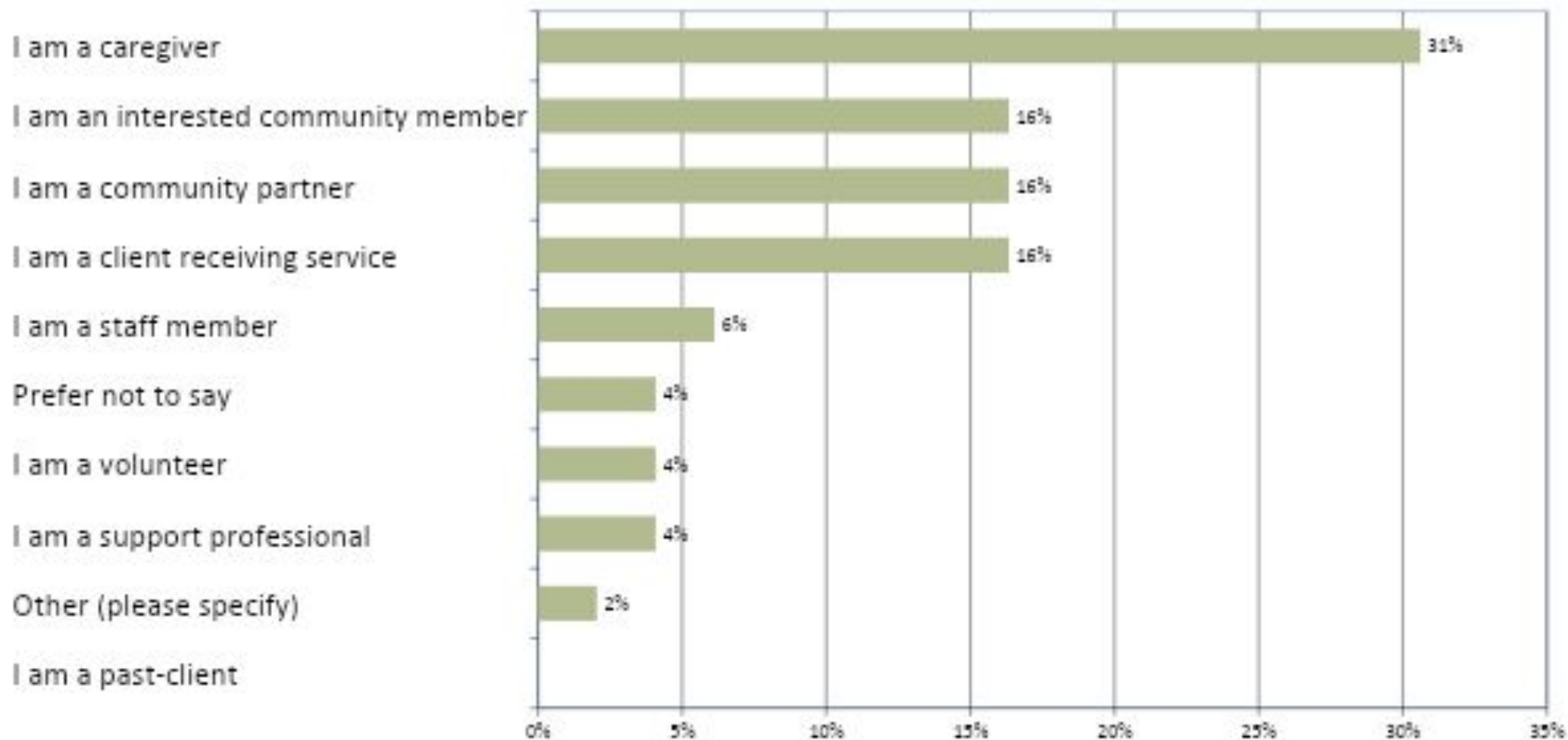


## Educate

To educate stakeholders about the great work you do.



# Who we Engaged





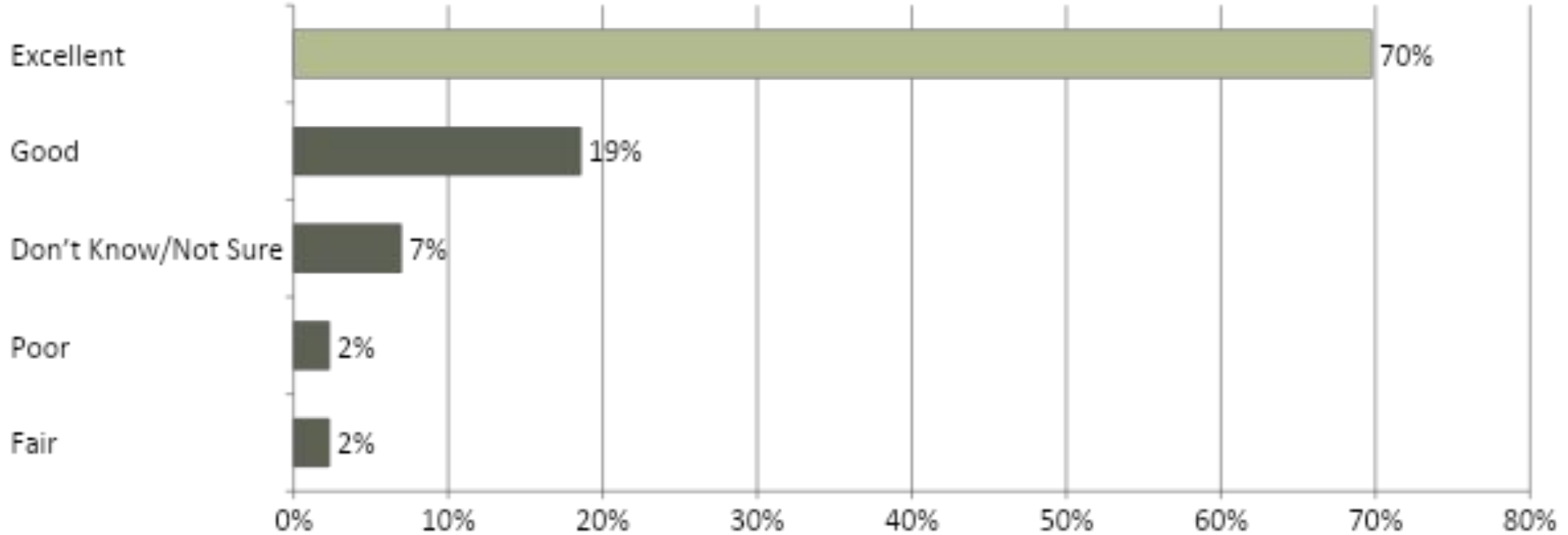
# Key Survey Themes

- **Understanding of Services**
  - Majority of respondents indicated that **they understand what BOSS does**, reflecting a level of awareness and knowledge about the organization's activities.
- **Overall Impression and Likelihood of Recommendations**
  - Majority of respondents rated their overall impression of the organization as **excellent** and indicated a high likelihood of recommending BOSS to a family member, friend, or colleague.
- **Awareness of Services and Programs**
  - Many respondents are aware of the various services/programs offered by BOSS, however the three recognized the least consisted of the following: 1:1 community support, Respite services, and Passport Financial Services.
- **Perceptions of Services**
  - Respondents generally showed positive perceptions of the organization's programs and services, with high agreement on aspects such as **accessibility, inclusivity, quality, positive outcomes, and staff dedication.**
- **Positive Aspects and Satisfaction**
  - The most positive aspects of the organization highlighted by respondents include its **inclusivity, community focus, and supportive nature.**

# Stakeholder Experience



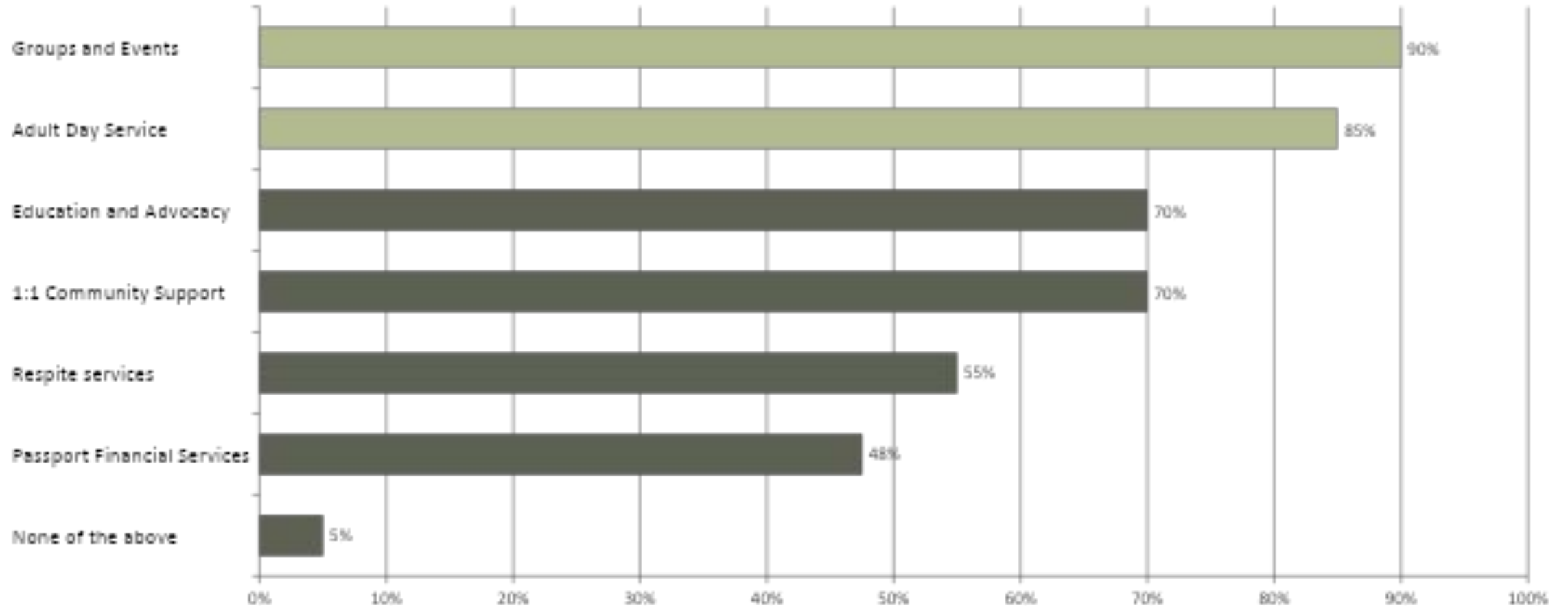
Based on your experiences with Branching Out Support Services, please rate your overall impression.



# Perceptions of Services



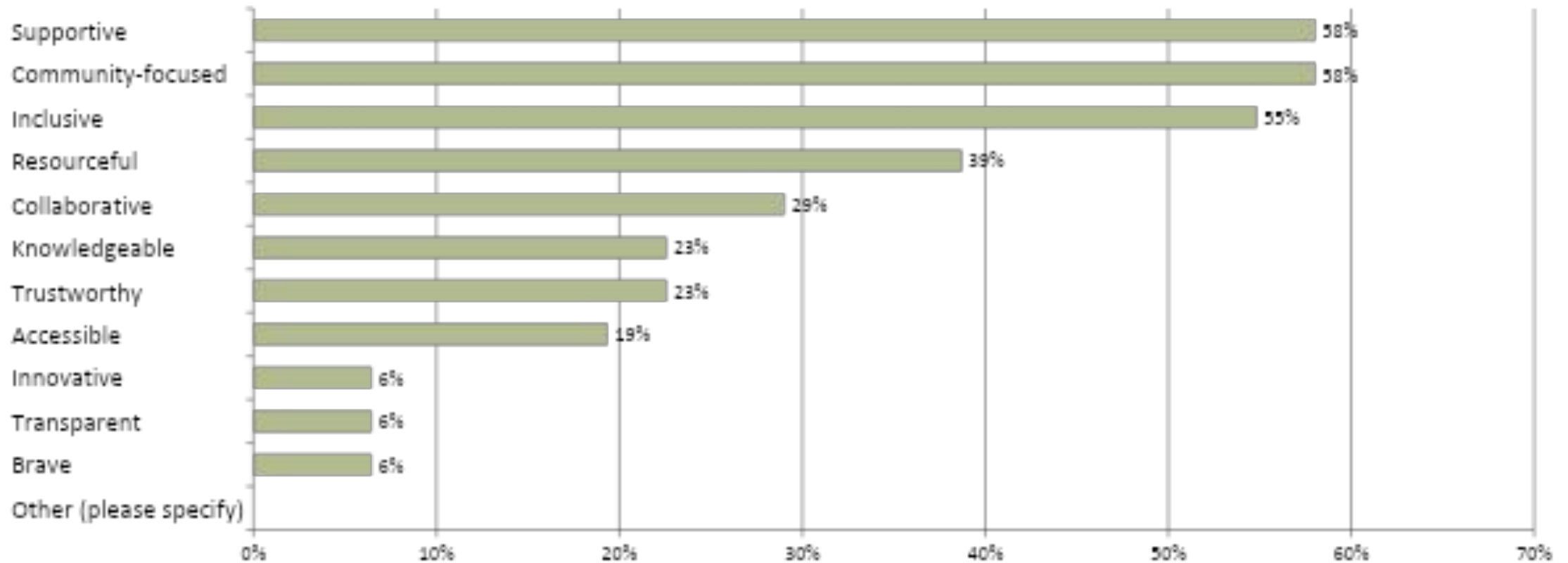
Which of the following services, programs, etc. are you aware of? Please check all that apply.



# Community Impact



In your opinion, which of the following words best describe the most positive aspects of the work, the staff, and the impact that BOSS makes in your community? (Please choose up to 3 options)





# Suggested Next Steps from Community



## Organizational Priorities

- The top three priorities identified by respondents:
  1. **Ensuring high-quality programs and services**
  2. **Building partnerships and fostering relationships**
  3. **Increasing community engagement and visibility**

## Strengthening Work and Communication

- Suggestions for strengthening BOSS's work and communication include securing grants and maintaining visibility.

## Suggestions for Improvement

- Respondent suggestions include:
  1. **Engaging in public forums**
  2. **Offering programs for multi-generational families**
  3. **Further community liaison activities**





# Strategic Priorities

## 1. Communications and language

- Now that we have new language to describe our work, we will be updating the website and other communications to align with the new language.

## 2. Community engagement and visibility

- To broaden our reach and help celebrate the BOSS model, we will identify more opportunities that allow architect participants to connect and volunteer in community.

## 3. Sustainable growth

- As BOSS grows quality service and employee wellbeing will continue to be a priority.

# Next steps for BOSS



- Launching the Mental Health Platform in ----
- Stay in touch with us on Facebook and through our newsletter

