

2016-2020 STRATEGIC PLAN

CLIENT PRIORITIES

1. Strengthen and expand services and care to our seniors as their needs and numbers increase.
2. Support our families to become more resilient as they deal with increased complexity and pressures.
3. Effectively integrate internal and external services to reduce gaps and barriers and enhance client's experience at the agency.



VISION: To become leaders in building strong and supportive communities.



MISSION: To support growing communities, to manage change through quality, client-centered, social & health services and responsive public education.

GUIDING VALUES: Inclusion | Transparency | Sustainability | Integrity

STAKEHOLDER PRIORITIES

1. Invest in strategic collaborations in order to strengthen service delivery.
2. Demonstrate leadership by actively participating in community initiatives.
3. Partner to develop an accessible and sustainable housing project.

HUMAN RESOURCES PRIORITIES

1. Foster a culture of customer service that is responsive to the needs of the community and the people we serve.
2. Recruit, develop and retain skilled professional staff.
3. Develop systems to support a strong, effective, and accountable leadership team.

INTERNAL PRIORITIES

1. Continue to improve efficiency through the use of upgraded technology and software.
2. Develop and implement processes that will continue to ensure client, volunteer and staff safety.
3. Ensure the collection of accurate data and progressive research to support the highest quality of services.

FINANCIAL PRIORITIES

1. Expand fundraising to supplement program resources for sustainability.
2. Develop a robust investment plan to generate increased income for programs.
3. Explore the development of a client-driven social enterprise.