



Strategic plan 2020-2025

OUR VISION

We envision communities where all individuals and families achieve their full potential.

OUR MISSION

To provide quality preventative and restorative services to, and advocacy for, vulnerable individuals and families through highly engaged and professional employees.

We value

- Service excellence
- Integrity, mutual respect, and trust
- Employees and teamwork
- Empowerment and accountability
- Open and consistent communications

PROGRAM EXCELLENCE



Goal statement:

Develop and operate specialized, comprehensive, and sustainable programs/services to accommodate current and emerging needs of communities and clients we serve.

Objectives:

- Deliver evidence-based assessment approaches and treatment intervention
- Ensure CARE principles embedded throughout the agency
- Collaborate with community to develop TRC action plan
- Focus on client-based advocacy.

QUALITY WORKFORCE



Goal statement:

Employ a skilled, trained, collaborative, and engaged workforce to deliver programs/services.

Objectives:

- Enhance leadership development and succession planning
- Create a culture of workplace health and safety
- Implement a clear agency-wide training strategy
- Operationalize employee engagement action plans
- Enhance recruitment and retention tools and processes.

EFFECTIVE/EFFICIENT GOVERNANCE & WORKING ENVIRONMENTS



Goal statement:

Ensure highly effective and efficient governance and operations for the delivery of programs and services.

Objectives:

- Enhance key reporting metrics to ensure data-informed decision-making
- Enhance risk management tools and practices
- Maintain financial sustainability.

STRONG STAKEHOLDER/PARTNER RELATIONS



Goal statement:

Build, maintain, and enhance strong external stakeholder relationships to advance our mission.

Objectives:

- Foster advocacy in communities through partnering
- Be a respected, influential voice in improving programs/services to vulnerable groups locally and nationally.