

Our Mission: We provide services to individuals and families that create opportunities to build skills, strengths and resourcefulness.

Our Vision:
Diverse individuals and families living empowered and fulfilling lives.

Goals

- | | | | |
|---|---|---|---|
| 1. Diversify revenue to support and meet our strategic goals. | 2. Provide responsive and flexible programming considering the social determinants of health as our over-arching structure. | 3. Foster a supported, positive, and progressive employment experience. | 4. Enhance reach and accessibility to the services of "the agency". |
|---|---|---|---|

Objectives

- | | | | |
|--|--|---|--|
| <ul style="list-style-type: none"> a) Increase the percentage of revenue generated by various sources (e.g. current contracts, grants, foundations, corporations, individuals etc.) b) Increase the autonomy of existing programs using diverse funding streams. | <ul style="list-style-type: none"> a) Increase accessibility of programs within the community. b) Increase the number of new programs providing cross over services and care. c) Increase and expand program scope. | <ul style="list-style-type: none"> a) Increase staff engagement and satisfaction. b) Increase the use and understanding of available technologies. c) Increase staff connectivity and sense of belonging. d) Build workforce strength with succession planning. | <ul style="list-style-type: none"> a) Increase the number of geographic locations where we provide services. b) Increase community awareness. c) Increase services to diverse communities (e.g. LGBTQ). |
|--|--|---|--|

Priority Strategies

- | | | | |
|--|---|---|--|
| <ul style="list-style-type: none"> • Needs analysis for client needs, gaps, program space etc. • Develop a fundraising strategy. | <ul style="list-style-type: none"> • Research and implement new activities, therapeutic models, times of day, locations, and partnerships. • Develop transitional and follow-up programs to foster client independence. | <ul style="list-style-type: none"> • Identify existing strengths for succession planning; highlight opportunities for education and professional development. • Implement psychological supports to foster well-being and build resilience. | <ul style="list-style-type: none"> • Seek partnerships for shared space in the Westshore. |
|--|---|---|--|

Our Values

- | | | | | | |
|------------------|---|----------------------|--|----------------|--|
| Integrity | We model and encourage honesty that embraces respect, trust and accountability for ourselves, service participants and the broader community. | Collaboration | We build bridges to improve outcomes through a strengths-based process fostering adaptability, inclusiveness and innovation. | Courage | We celebrate resilience and advocate with empathy for perseverance and bravery in challenging adversity. |
|------------------|---|----------------------|--|----------------|--|