

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

### Priority Strategies

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

### Our Values

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