

Strategic Plan 2018 - 2023

– Purpose –

Empowering young people with complex mental health needs to achieve a more hopeful future.

– Strategic Objectives –

1. Deliver the highest quality client-centred care

- Review, adapt, and continuously improve the scope and quality of our services
- Partner with clients and families to integrate their voices into our model of care
- Build an inclusive environment that embraces diversity

2. Ensure our models of care are evidence-informed and outcomes-driven

- Apply a more rigorous approach to our data collection, measurement and reporting processes
- Strengthen information management systems and processes to continuously improve our clinical practices
- Drive operational efficiency by streamlining processes and facilitating best practice sharing

3. Strengthen strategic partnerships

- Collaborate with partners to help find innovative solutions to system-wide challenges and for knowledge sharing
- Improve pathways for clients through stronger partnerships with other service providers
- Develop and implement a communications strategy
- Explore academic and research partnerships to build our expertise

4. Build our financial strength

- Seek opportunities for shared services, cost-sharing and efficiencies
- Pursue new funding and fundraising opportunities

5. Be an employer of choice

- Implement a plan to recruit, grow and retain top talent
- Nurture and challenge our people through greater learning and development opportunities
- Strengthen our culture through employee engagement

– Guiding Principles –

- **Deliver outstanding service.** Provide the highest quality of care to meet the unique needs of those we serve.
- **Hear the client voice.** Genuinely seek to understand our clients' and their families' needs.
- **Build bridges and share.** Create meaningful connections with and among our partners.
- **Take small steps to achieve big change.** Through collective efforts, drive a positive impact in our organization and the sector.
- **Challenge the status quo.** Always be curious and bring creativity and fresh thinking to everything we do.
- **Celebrate diversity.** Create a place where everyone feels welcome.
- **Live with compassion.** Bring authenticity and kindness to nurture a positive atmosphere.