

# Strategic Plan

## 2019 - 2024



## Mission, Vision & Values

Our purpose is to strengthen mental wellness in the Niagara Community to create a Niagara where mental health is recognized, supported and optimized.

**Service + Respect + Integrity + Teamwork + Competency**

## Strategic Goals

### ORGANIZATIONAL WELLNESS TO SUPPORT QUALITY SERVICES

Improving internal culture, leadership and operations to enhance service offerings and experiences for clients

### EXCELLENCE IN MENTAL HEALTH AND ADDICTIONS SERVICES ACROSS THE REGION

Strengthening the network of service providers to improve service coordination, setting a standard of excellence in care, and demonstrating collaborative leadership across the region.

### AN ADAPTIVE AND SUSTAINABLE UTILIZATION OF RESOURCES

Developing sustainability and capacity to match diverse funding sources with programming needs

### STRENGTHEN FOUNDATIONS TO BUILD CAPACITY

Strengthening organizational values, approaches, and capacity to improve and broaden service delivery.

### EXPAND PATHWAYS TO SERVICE THROUGH COLLABORATION

Increasing collaboration and broadening our outreach to continue building on community presence and impact

## Actions

Do the Right Things at the Right Time in the Right Way

Support and Develop Staff and Volunteers

Implement Promising, Emerging or Best Practices and Processes

Build on and Develop Strong Relationships Across the Community with Partners

Strengthen Leadership Capacity in Management and the Board of Directors