

VISION

To be a community leader in providing responsive services that inspires individuals to realize their dreams.

Strategic Directions

Overall goals for organizational transformation & quality services

- Strengthen Governance**
- Service Excellence**
- Organizational Responsiveness**
- Financial Management**
- Public Relations and Organizational Branding**

Guiding Principles

Focus for system change

- Respect and Dignity
- Engagement and Inclusivity
- Accountability
- Best Practices
- Partnerships

Key Supporting Actions
Objectives & priorities

Measurement of Quality
Standard to be met

Enablers

Action Plans

- Board Plan
- Communication Strategies
- HR Strategies, Financial Management & Business Plan
- Fund Development & Volunteer Recruitment
- Succession Planning & Priorities for Organizational Planning
- Accessibility Plan

System Outcomes

Indicators of success

- Accessible**
- Effective**
- Efficient**
- Safe**
- People Centered**
- Integrated**
- Appropriately Resources**
- Community Engagement**

Our Strategic Map for Quality Service

The Participation House Project (Durham Region)



Tools

How we will evaluate our strategies

Accreditation	Self Evaluation
Risk Assessment	Satisfaction Surveys



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To be a community leader in providing responsive services that inspires individuals to realize their dreams.

Strategic Directions

Overall goals for organizational transformation & quality services

This area summarizes the Strategic Directions as set out in our strategic plan

Guiding Principles

Focus for system change

This guiding principles and the descriptions of such are set out in our strategic plan.

Key supporting actions have been set out within our strategic plan as our objectives and priorities

Standards are set out by Focus Accreditation and priority is determined through the use of a Gap Analysis Tool.

Enablers

Action Plans

This is where the rubber hits the road. These plans will incorporate implementation strategies for the work we will do during the 2009-2010 year. It will be a culmination of the strategic plan and accreditation readiness. The objectives and the standards that have been identified as requiring priority attention will be incorporated into the various plans to insure complete organizational engagement.

System Outcomes

Indicators of success

These indicators of success will be what we will be looking for when we evaluate and measure our success.

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