

YOUTH HABILITATION QUINTE INC.	
Strategic Plan Fiscal 2019-2020	Updated: February 2019

STRATEGIC PLAN 2019-2020

Mission

Youth Habilitation supports, connects and empowers individuals to obtain and maintain affordable housing, good mental health and employment, facilitating their transition to independence.

At Youth Habilitation, we believe in the following principles:

- All individuals have the right to be treated with compassion, dignity and respect
- All individuals deserve service of the highest quality to assist them to meet their needs
- All individuals have the right to self-determination: therefore, services should be voluntary and the client, not the service provider, must determine service needs
- We must be accountable at all times to the client, community and funder for the quality of service we provide
- We have the responsibility to advocate on behalf of our clients

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GOAL #1

Provide professional development, leadership and succession training opportunities for staff and the Board.

Strategic Objectives

- 1.1 To further the education and skills of staff and the Board.
- 1.2 To better equip staff and Board to fulfill their roles and the organization's business needs.

Initiatives

- i. Make revisions to the annual staff Self Evaluation questionnaire to include professional development opportunities.
- ii. Individual staff and the Board will identify professional development needs in order to fulfill their position. They will create a professional development plan that will enhance their skills specific to their role.
- iii. A form will be developed that will allow staff to create their professional development plan. These forms will be completed by all Supervisors by September 2019.
- iv. Ensure that professional development is a standing agenda item at the Supervisor Meetings and Board Meetings.

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GOAL #2

Nurture and strengthen community partnerships.

Strategic Objectives

- 2.1 Ensure our clients are served in a seamless and coordinated manner to improve client awareness and access to community supports.
- 2.2 Improve collaboration opportunities with community partners.

Initiatives

- i. Ensure achievement of service coordination targets (Employment).
- ii. Connect and network with local municipalities and various levels of government and report actions and results annually.
- iii. Collaborate and strengthen relationships with community partners/stakeholders to identify/bridge gaps in service to better meet the needs of our clients.
- iv. At least annually at Supervisor Meetings, create an inventory of planning tables/external committees where staff are currently involved and determine what planning tables/external committees are most relevant to our clients and our business needs.
- v. Increase our community and media presence (news articles, etc).

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GOAL #3

Maintain existing funding within Youthab’s control and pursue new funding opportunities.

Strategic Objectives

- 3.1 Financial sustainability and stability.
- 3.2 Grow our agency in order to enhance services offered to clients.
- 3.3 Position Youthab so that we are adaptable and resilient to change.

Initiatives

- i. Continue to investigate and pursue government calls for proposals.
- ii. Network with and advocate to municipal, provincial and federal governments.
- iii. Work collaboratively with other organizations where possible to pursue funding opportunities to enhance services to clients.
- iv. Continue to manage the organization’s program budgets effectively.

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GOAL #4

Enhance the outcomes for the clients we serve within a culture of continuous improvement.

Strategic Objectives

- 4.1 Facilitate our clients' transition to independence.
- 4.2 Ensure clients get the service they need in a timely manner.

Initiatives

- i. Achieve deliverable outcomes/targets in all programs.
- ii. Review waitlists in Mental Health and Supportive Housing programs and find ways to reduce wait times.
- iii. Evaluate programs and incorporate client feedback into the service delivery models.