

## STRATEGIC PLAN 2022 - 2024

### MISSION

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

### STRATEGIC GOALS

#### GOAL #1

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

#### GOAL #2

Nurture and strengthen community partnerships and relationships.

#### GOAL #3

Be a resilient organization through system transformation.

#### GOAL #4

Foster a positive, inclusive, and supportive workplace environment.

#### GOAL #5

Support cyber security related to the agency's network and information technology resources.

### STRATEGIC OBJECTIVES

- ❖ Facilitate our clients' transition to independence.
- ❖ Ensure clients get the service they need in a timely manner.
- ❖ Adapt to the needs of clients based on their feedback.

- ❖ Ensure our clients are served in a seamless and coordinated manner to improve client awareness and access to community supports.
- ❖ Improve collaboration opportunities with community partners.
- ❖ Profile Youthab in the community to educate and promote services and programs.

- ❖ Position Youthab to be adaptable and maintain continuity of services offered to clients.
- ❖ Preserve the reputation and core programming that has been developed in the communities that Youthab serves.
- ❖ Pursue opportunities for new programs and/or additional funding.

- ❖ Inspire staff to be dedicated and achieve their potential.
- ❖ Create a culture of collaboration and teamwork.
- ❖ Empower staff to maintain emotional well-being.

- ❖ Mitigate the risk and exposure from a cyber security breach.
- ❖ Protect client information and data from privacy breaches.
- ❖ Provide staff with adequate tools and resources.