

2021-2026

Strategic Plan



Our Mission

To foster healthier communities by economically providing caring human services that empower and enable the people we serve to improve their quality of life.

Our Vision

A community where people know they are valued, belong and have opportunity and purpose.

Our Strategic Goals:

Life Stabilization | Maximize Assets | Demonstrate Value

Our Values in Action

Kind

We are patient, understanding, caring, compassionate and trauma-informed.



Respectful

Our interactions with all people are sincere, considerate and without prejudice.



Inclusive

We embrace the personal values, beliefs, and cultural practices of the people we support.



Integrity

We are honest, transparent and equitable, recognizing the public trust that is placed in us.



Collaborative

We work as a team with our colleagues, community partners, and the people we serve to achieve the best outcomes.



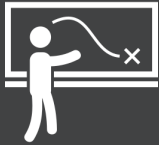
Dependable

We can be relied on to deliver our services in a consistent, coordinated and professional manner.



Strategic Directions

Modernize Service System Planning



- Improve digital and electronic access to programs and services
- Put in place technology that enables the people we serve to have better access to services and supports
- Use Information Technology to streamline internal processes, improve data quality and support data sharing across departments
- Transform business practices to support more responsive delivery based on the outcomes of the people we serve
- Explore creative options to offer and support enhanced or expanded programs and services

Strengthen Collaboration



- Work together with partners to balance local priorities with operational and financial realities
- Incorporate Indigenous Truth and Reconciliation guiding principles and practices in the engagement, development and delivery of programs
- Work with community health organizations to better integrate health supports into the services we offer

Holistic Approach to Human Services



- Continue to promote integration between internal and external program/service areas and support the implementation of a single window access to human services
- Focus on a five-year housing stability and homelessness reduction and stabilization strategy for chronically homeless, low and moderate income, individuals and households, including youth, seniors, victims of violence, Indigenous, and lone parent families (i.e., vulnerable groups)
- Pursue opportunities to pilot innovative programs and services that support life stabilization of residents
- Demonstrate a commitment to service delivery that is based on inclusive and culturally appropriate practices and processes respectful of the diversity of the residents in the District

Effective Infrastructure Renewal



- Assess all DSSAB assets; including housing, child care, and public sites
- Develop a housing priority plan that outlines options to support core need households, including repurposing existing infrastructure and building new financially assisted housing
- Work with the municipal, private, public and the non-profit sectors to use available infrastructure to better meet community needs

Achieve Organizational Excellence



- Use program statistics and performance indicators to demonstrate program and service outcomes and help decision-making
- Build a culture of employee engagement, training, and collaboration
- Improve communications with various stakeholders and local media
- Ensure that the DSSAB is consistent, accountable, and efficient by reviewing business practices and processes
- Continue to meet our legislative and regulatory obligations
- Effectively balance service priorities and financial resources with DSSAB corporate strategic goals