

Strategic Plan

2019 -2021

Our vision: Healthy People, Healthy Communities

Our purpose: Your health goal is our goal

Our values: Respect, Responsiveness, Accountability, Collaboration

Strategic Goals

Growth through opportunity

We will invest to serve our clients



Person Centered

Everything we do is about you



Challenge ourselves to improve

We will be the best we can be



Enablers

Engage with our community

Grow brand awareness

Develop our workforce

Improve our financial capability

Use technology to create efficiency

Outcomes

Sustainable business

Better Health

Equitable access

Better experiences

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Person Centered



Challenge ourselves to improve



Actions aligned to our strategic goals include projects and activities that flow through our business plans to support outcomes and at December 2019 include:

Actions

Central appointment system

Better client experience



New finance system

Improved operational efficiency



Combining Intake and Reception

Better client experience



Dental Screening Program

Access to new services, better health outcomes



CDM & Mental Health Plans

New services, better health outcomes



Client research

New services, responsive to market needs



In addition to these priority actions, many others concurrently support the plan.

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Challenge ourselves to improve



Operational responses aligned to our strategic goals are detailed in business plans

Operational Response

People and Capability

People, Marketing & Communications, Service Access, Projects and Quality

Finance and Information

Finance, Information Management

Services

Gambler's Help Southern, Older Adults, Child Youth and Family, Volunteer and Community Connections, Dental

Business plans are developed at Program/Service/Department level