

QUALITY PROGRAMS AND SERVICES

- Improve service quality and accountability through ongoing review, evaluation, and accreditation of core service areas
- Strengthen the coordination and integration of services across the organization
- Improve capacity to provide community supports, counselling and case management for individuals and families with highest need and vulnerability
- Improve service access through effective intake, screening and systems navigation

GROWTH AND INNOVATION

- Implement the social enterprise business plan
- Improve housing supports for vulnerable individuals and families including shelter, Housing First, and the development of Salt Spring Commons
- Expand and strengthen vocational development services
- Contribute to the development of an early years service delivery strategy for the Southern Gulf Islands
- Initiate the development of a coordinated community youth services strategy
- Expand and strengthen a comprehensive and holistic approach to food security

COMMUNICATION, ADVOCACY AND COMMUNITY RELATIONSHIPS

- Implement a comprehensive communication strategy to increase the awareness of and support for SSICS services
- Strengthen donor relations and reporting to the community
- Support, strengthen and continue to develop community partnerships
- Undertake advocacy activities in support of marginalized and vulnerable population groups served

ORGANIZATIONAL CAPACITY

- Strengthen staff support and recognition to ensure healthy and productive staff teams
- Maintain effective internal communication systems
- Maintain facilities and vehicles to meet service needs and access for people served
- Increase volunteer recruitment and support
- Maintain effective staff and board member selection, orientation and training