



Society Service Plan 2018-2021

Our Vision

A community that nurtures the lives and dreams of children

Our Mission

The Children's Aid Society of Haldimand and Norfolk values and supports children, youth and families so they thrive in safe, nurturing environments, enabling them to reach their full potential



Strategic Directions & Objectives



Children:

Promote the well-being of children in our care and children receiving service at home

• Improve Service Delivery:

- Strengthen clinical approaches and family based care
- Improve the Service Delivery Model
- Community development and Service Collaboration
- Optimize Financial Health and Future Sustainability
- Implement Shared Services

Best Practices:

Identify, promote and implement service and organizational best practices

• Implement Quality and Performance Initiatives:

- Performance Indicators Project
- Quality Improvement Plan
- Implement Inquest Recommendations
- Motherisk and Human Rights Commission

Society Capacity & Infrastructure:

Develop organizational culture and provide a safe, productive and supportive work environment for staff

• Improve Competence of Child Welfare Human Resources

- Leadership & Management Development
- Worker Safety, Professional Regulation & Authorization
- Training and Evaluation related to Standards and Legislation
- AODA Compliance and Anti-Oppressive Practice Planning
- Development of Information Technology Shared Service, Continued CPIN Post Go Live Activities
- Improve Knowledge Management capabilities and Increase use of Mobile and Cloud Based Technologies

Board Development and Capacity:

Develop a strong board with the tools needed to do the job

• Improve Governance practices:

- Conduct Board Evaluation
- Implement Board Workplan

Public Commitment:

Influence public commitment to address social policy affecting children and families

- Implement Public Relations/Fundraising strategy for Little Dreams, Big Dreams
- Community Engagement and Communications Planning