

CLBC 2017 - 2020 STRATEGIC PLAN ON A PAGE



VISION Lives filled with possibilities in welcoming communities.

VALUES

- Our interactions are respectful and transparent.
- We use consistent processes and tools.
- We use an equitable approach that is person-centred and effective.
- We adopt proven new methods that align with our goals.

GOALS *(Updated May 2019)*

Better Outcomes for Individuals

Better serve individuals with multiple complex needs

- CLBC is better able to plan, coordinate and develop services for this population
- Our contracted services have the capacity to proactively and effectively assist people
- We are working across government agencies/ministries to address people's needs.

Increase access to a range of housing support options

- More inclusive housing options and associated support are available
- Home sharing options are appropriate and sustainable

Increase Employment

- Lasting job opportunities are available
- More individuals see the benefit of employment

Improved Individual and Family Experience

Strengthen relationships

- All individuals and families including Indigenous individuals and families have trust and confidence in CLBC
- Approaches and services reflect Indigenous cultures and values
- All individuals and families have clarity on what CLBC can provide

Enhance the planning experience

- Planning begins early and is easy for individuals and families
- Approaches and services are tailored to the needs of individuals and families

Strengthen collaboration across Government

- More integration of Government services
- Government services are used and leveraged

More Efficient Operations

Streamline processes

- Workloads are manageable
- Improve internal process management
- Streamlined and consistent processes

Increase strategic alignment and focus

- Consistency in our words and actions
- Organizational alignment

Improve performance reporting and forecasting

- We are measuring the right things
- Our performance data is reliable

Enhanced Service Provider Partnerships

More effective Service Provider reporting

- Valuable information being reported
- Reliable consistent Service Provider reporting
- Effective Service Provider reporting process

Enhance Service Provider quality

- Quality services provided

Align services to needs

- Services are aligned to CLBC service needs
- Service Provider planning is integrated and aligned with CLBC's vision