



2016 - 2019

STRATEGIC PLAN

OUR VISION

A caring, supportive community able to respond to the needs of people living with mental health challenges.

OUR MISSION

To provide community based mental health services to support people in achieving wellness.

OUR VALUES

- ❖ Hope
- ❖ Excellence
- ❖ Safety
- ❖ Individual Choice
- ❖ Integrity
- ❖ Inclusion

Hope is essential

www.dmhs.ca

❖ CLIENT PERSPECTIVE

Develop and deliver services that meet or exceed individual and community expectations

- Provide safe services and programs and an ongoing focus on continuous quality improvement
- Increase client and family voices and involvement opportunities in their own care, and in agency decision making and service design
- Promote a culture of inclusion in the community
- Respond to service gaps and community need by developing new, modifying, or expanding services
- Build community capacity through education and awareness

❖ STAFF CAPACITY PERSPECTIVE

Hire staff and equip them with the appropriate training and supports for the job

- Provide a comprehensive training program for all new and existing staff that is competency based
- Develop a comprehensive work-life balance strategy
- Increase the number of front-line staff with lived experience

❖ INTERNAL BUSINESS PROCESS PERSPECTIVE

Strive for state of the art community-based facilities, equipment and technology to improve operational effectiveness

- Develop a comprehensive Communications Plan
- Develop a plan for effective use of physical space that includes future agency growth projections
- Develop a plan for information technology that includes future agency growth projections
- Evaluate and standardize operating processes, standards and resources to increase efficiencies

❖ FINANCIAL PERSPECTIVE

Obtain sufficient resources to meet organizational requirements to deliver on its plans

- Continue compliance with Multi-Sector Accountability Agreement
- Achieve a balanced budget
- Monitor and refresh community partnerships
- Actively pursue increased funding opportunities

Quality ❖ Safety ❖ Healthy Work Environments