



Organizational Strategic Plan

Jan 2022 - Dec 2023


Community Living Mississauga strives to achieve exceptional supports and services.

Organizational Strategic Plan Overview



Strategic Goals - People We Support

- 1) Continue to promote inclusion
- 2) Continue to enhance the quality of supports and services



**Strategic Direction and Priorities represent
the key initiatives in the ongoing achievement
of the mission and vision of
Community Living Mississauga.**

1) Continue to promote inclusion

- a) **With a commitment to Diversity, Equity and Inclusion, the organization will continue to strengthen overall community engagement activities with stakeholders that serve to strengthen the relationship with the organization resulting in enhanced connectedness and engagement.**
 - i. Establish and develop community partnerships and collaborative strategies that promote the availability and access to a variety of diverse community resources for people who receive support.
 - ii. Develop a communication plan that highlights the many initiatives, success stories and informational resources that has a focus on and promotes diversity, equity and inclusion.

2) Continue to enhance the quality of supports and services

a) Evaluate and update our systems and processes with a goal of quality improvement.

- i. Continue to explore areas where efficiencies can be created across the organization.
- ii. Continue to explore the IT needs of the organization for ongoing future planning.
- iii. Further develop an accountability framework to analyze and make evidence based decisions for people who receive support and the supports and services offered.

2) Continue to enhance the quality of supports and services

- b) **Commitment to our expansion plan in order to address identified needs based on funding and necessary resources.**
 - i. Identify and explore viable options that present as the greatest pressures within our community for the people we support and their families.
 - ii. Enhance and expand existing supports and services with a view of evolving new diverse options that are non-traditional in nature where possible.
 - iii. At an organizational level, advocate on behalf of the people we support and their families to have the necessary resources as required.

Strategic Goals - Employee/Workforce

- 1) The organization values its employees
- 2) The organization is committed to enhancing the competency of every employee
- 3) The organization will promote a workforce that is driven by a common set of goals and norms based on our mission and vision
- 4) The organization is committed to Diversity, Equity and Inclusion as it applies to all people.

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Operational Goals: Employee/Workforce

1) The organization values its employees

- a) **Continuing to explore ways in which we can demonstrate how we value our employees.**
 - i. By using iConnect, increase information shared in order to keep all employees as up to date as possible on organizational information.
 - ii. Review and update the current Rewards and Recognition program to promote participation in this initiative.
 - iii. Develop a detailed employee retention plan.
 - iv. Promote and enhance employee engagement through two-way communication.

2) The organization is committed to enhancing the competency of every employee

a) **Employee Development**

- i. Explore opportunities for all employees to enhance skill development in the area of organizational technology.
- ii. Create a library of online materials that can be accessed through video links and online documents available through iConnect for all employees.
- iii. Further the development of employees by promoting opportunities through the participation on organizational committees or projects.



3) Promote a workforce that is driven by a common set of goals and norms based on our mission and vision

- a) Explore strategies to promote the values based culture of Community Living Mississauga**



4) The organization is committed to Diversity, Equity and Inclusion as it applies to all people

- a) Continue to further develop and implement a plan focused on Diversity, Equity and Inclusion resulting in an increased equitable and inclusive environment for all employees.**