

Youville Centre

“REALIZING OUR VISION” – Mission, Vision and Guiding Principles in Action

Strategic Plan

Review Mission, Vision, Values/Principles and Strategic Directions every 4 years
Engage All Stakeholders in the Review Process

Operational Plan – 2025-2026

The Strategic Directions in Action; Annual Quality Improvement Work Plans; Programs and Services Review and Evaluation, Goal Setting and Measurable Success

Quality Improvement

Strategic Direction #1		Strategic Direction #2		Strategic Direction #3		Strategic Direction #4	
Youville Centre will provide programs and services that are responsive to our clients’ emerging needs		Youville Centre will build capacity within the organization to ensure a strong and sustainable future		Youville Centre will use resources effectively and responsibly		Youville Centre will be a recognized and valued presence in and have a positive impact on our community	
Goal ↓ Provide effective client-centered evidence informed programs and services	Goal ↓ Ensure clinical work is informed by research and leading practice	Goal ↓ Improve succession planning throughout the organization as leaders in CYMH	Goal ↓ Maintain Child and Youth Mental Health Accreditation	Goal ↓ Match financial priorities with our guiding principles and mission	Goal ↓ Maintain an effective plan for the sustainability of systems and structures in the organization	Goal ↓ Increase the engagement of the community in a variety of ways	Goal ↓ Clarify and raise our profile in the community
Work Plan/ Review: <u>Intake Process & Service Coordination</u> (R) QI-TM: CDP/ITSP Intake Team <u>Quality Assurance Committee</u> (R) QI-TM: QAC Committee/Leadership <u>Youth Engagement</u> (R) QI-TM: ITSP	Work Plan/ Review: <u>Mental Health Services & Support</u> (R) QI-TM: Leadership/ Clinical Team <u>Client Outcomes</u> (R) QI-TM: Clinical Team <u>Literature Review</u> (R) QI-TM: Clinical Team <u>2025 CCA Accreditation Review</u> (R) QI-TM: Leadership Team <u>Implementation of CCA Accreditation CYMH Action Items</u> (WP) QI-TM: Leadership Team/ITSP	Work Plan/ Review: <u>Staff Operations/Tasks</u> documented/Wiki (WP) Focus: ED Succession Plan QI-TM: ED/Leadership <u>Review funding model and sustainability of CWELCC</u> (R) QI-TM: CDP/Leadership <u>BOD Succession Planning</u> (WP) QI-TM: BOD Exec & Governance Cmte. <u>Implementation of Prof. Dev. processes & focus on Equity, Diversity & Inclusion & Cultural Safety</u> (WP) QI-TM: ED/Leadership	Work Plan/ Review: <u>CDP MOE licensing</u> (R) QI-TM: CDP <u>File Audit</u> (R) QI-TM: ITSP <u>External Review of Strategic Plan</u> (R) QI-TM: Staff, Clients, & Board of Directors (BOD) <u>Preparations for CCA Review Fall 2025</u> (WP) QI-TM: QAC Staff, Clients & BOD Exec/Accred <u>Implement any CCA areas to further improve quality from final report</u> (WP) QI-TM: QAC Staff/Leadership	Work Plan/ Review: <u>External Independent Financial Audit/Report to Board</u> (R) QI-TM: Finance Mgr,ED & BOD Finance Cmte. <u>Filing of T3010 Return Fiscal 2026</u> (WP) QI-TM: Finance Mgr, ED <u>Policies and Financial Controls</u> (R) QI-TM: Finance Mgr, ED/ BOD Finance Cmte. <u>Annual Budget Process Fiscal Year 2027</u> (WP) QI-TM: Finance Mgr, ED/ BOD Finance Cmte.	Work Plan/ Review: <u>Plan inclusive upgrades to washrooms & fire system upgrades</u> (WP) QI-TM: Finance Mgr <u>Systems Inspected, Tested, Maintained</u> (R) QI-TM: Finance Mgr,ED <u>Recruitment, On-boarding of Staff</u> (R) QI-TM: Leadership Team <u>Transition to ONCA</u> (R) QI-TM: ED & BOD Exec/Gov Cmte. <u>Insurance to Safeguard Against Unforeseen</u> (R) QI-TM: Finance Mgr,ED <u>Plan & implement hard & software upgrades</u> (WP) QI-TM: Finance Mgr	Work Plan/ Review: <u>Community Engagement Survey</u> (R) QI-TM: Comms Officer <u>Obtain Building Tour Feedback</u> (R) QI-TM: Comms/ Leadership <u>Volunteer Appreciation & Feedback</u> (R) QI-TM: Comms <u>Update Promotional Material</u> (WP) QI-TM: Comms <u>Social Media Posts of Centre Events</u> (WP) QI-TM: Comms/ Leadership/ <u>Public Education Activities</u> (R) QI-TM: Comms/ED, Leadership	Work Plan/ Review: <u>Community & Professional Partnerships & System Service Plans</u> (WP) QI-TM: Leadership/Staff <u>Promotional/Fundraising Events</u> (WP) QI-TM: Leadership, Comms Officer, BOD Dev/Comms Cmte <u>Highlight Annual Report</u> (R) QI-TM: Comms Officer, BOD Dev/Comms Cmte <u>Review/Renew Community Partnerships</u> (R) QI-TM: Leadership & Comms Officer

WP – Work Plan R – Review BOD – Board of Directors
QI-TM – Quality Improvement Team Members

Youville Centre – Strategic Plan Progress Report 2025-2026

