



# Strategic Plan

2015-2020

## **Vision**

Service excellence in the delivery of children's mental health services

## **Mission**

Strengthen the ability of children and youth to effectively deal with and/or resolve their mental health challenges, building resiliency for the future. Strengthen caregivers' understanding, skill base and ability to guide and support their children.

## **Values**

Respect, integrity, transparency, innovation and professional excellence

## Service Capacity

- ❖ Innovative use of technology
- ❖ Improved professional work space
- ❖ Improved staff recruitment, retention and training
- ❖ Innovation in service delivery
- ❖ Improved community awareness of Chimo services
- ❖ Improved intake process
- ❖ Improved rural service delivery
- ❖ Balance between the needs of clients in service and those on waiting lists
- ❖ Enhanced external partnerships

## Quality Assurance

- ❖ Clear strategies to gather feedback including the use of youth and parent engagement and a vertical slice/360 feedback
- ❖ Thoughtful approach to vendor selection and service provider performance
- ❖ Enhanced understanding and use of performance management
- ❖ Internal relationships based on respect and transparency, clear and timely communication and the demonstration of appreciation
- ❖ Professional development that responds to the changing needs and requirements of clients, staff, Board and governing legislation