



**28<sup>TH</sup> AVENUE HOMES LTD.**

## **Strategic Plan**

**2022-2025**

### **Mission Statement:**

*"The mission of 28th Avenue Homes Ltd. is to provide a safe and healthy environment in which we may promote optimal outcomes. This is achieved by providing and developing participant-centered services that meet the variety of needs and desires of the individuals we serve, and to celebrate successes along the way."*

### **Vision Statement:**

*"28th Avenue Homes Ltd. envisions a community that focuses on the abilities of the individual and not their disabilities."*

### **Our Philosophy:**

*"28<sup>th</sup> Avenue Homes Ltd. believes in the dignity and worth of all people. We are committed to delivering quality programming for the people we serve. We support community involvement through participation and act as an advocate for social and economic growth"*

### **About Us:**

28<sup>th</sup> Avenue Homes Ltd. is dedicated to supporting individuals with developmental disabilities within the Okanagan.

28<sup>th</sup> Avenue Homes Ltd. has been a residential and community-based service since its incorporation in February of 2002.

We provide a safe and supportive environment to promote trust and build relationships; allowing individuals to develop skills and aid in personal growth. .

<https://www.28thavehomes.ca>

Office: 778-475-4880

[info@28thavehomes.ca](mailto:info@28thavehomes.ca)

## The Planning Process:

In the winter of 2022, 28th Avenue Homes Ltd. conducted a facilitated strategic planning session involving the Executive Director and organizational leadership. This process was enriched with valuable insights provided by our employees, community stakeholders, and the individuals we serve, ensuring that our strategic objectives are aligned with the needs and expectations of our community and stakeholders. This collaborative approach helps us set clear, actionable goals and priorities that guide our operations and service delivery for 2022-2025, aiming for continuous improvement and excellence in all areas of our work.

Objective #1:	Objective #2:	Objective #3:	Objective #4:
<p><b>Individualized Success</b></p> <p><b>Key Initiatives:</b></p> <ul style="list-style-type: none"> <li>Implement personalized goal setting and tracking system</li> <li>Enhance quality of life assessment processes</li> </ul> <p><b>Actions/Tactics:</b></p> <ul style="list-style-type: none"> <li>Develop standardized templates for goal-setting in collaboration with individuals served</li> <li>Monitor implementation and progress ratings of goals set</li> <li>Obtain a high rating of satisfaction of services from individuals served</li> <li>Design Quality of Life survey tools and processes</li> <li>Conduct bi-annual quality of life assessments</li> </ul>	<p><b>Financial Stability</b></p> <p><b>Key Initiatives:</b></p> <ul style="list-style-type: none"> <li>Diversify funding sources</li> <li>Optimize program budgets</li> </ul> <p><b>Actions/Tactics:</b></p> <ul style="list-style-type: none"> <li>Research and pursue new contract opportunities</li> <li>Renegotiate supplier agreements and review expenditures</li> <li>Advocate for enhanced financial allocations for current contracts</li> </ul>	<p><b>Employee Retention and Development</b></p> <p><b>Key Initiatives:</b></p> <ul style="list-style-type: none"> <li>Expand training offerings</li> <li>Enhance employee engagement</li> <li>Increase employee recruitment and retention</li> </ul> <p><b>Actions/Tactics:</b></p> <ul style="list-style-type: none"> <li>Conduct training needs assessment</li> <li>Develop new training curricula and delivery methods</li> <li>Increase employee engagement by collecting and analyzing satisfaction surveys</li> <li>Establish a human resources department to optimize recruitment and retention efforts</li> </ul>	<p><b>Technological Advancement</b></p> <p><b>Key Initiatives:</b></p> <ul style="list-style-type: none"> <li>Expand ShareVision functionality by integrating new feature add-ons</li> <li>Expand digital operations</li> <li>Implement mandatory cyber security training</li> </ul> <p><b>Actions/Tactics:</b></p> <ul style="list-style-type: none"> <li>Conduct system requirements analysis</li> <li>Select and implement new software (HR, Training, Comm Log)</li> <li>Implement cyber security training access on ShareVision</li> </ul>