

Our **MISSION**

Our mission is to protect, support, and strengthen the lives of children, youth, adults and families.

Our **VISION**

A community where children, youth, adults and families achieve their full potential in a safe, supportive environment.

Our **VALUES**

We are caring.
We are respectful.
We are collaborative.
We have integrity.
We are accountable.

We **BELIEVE...**

...in advocating for children, youth, adults and families;

... that the family unit is the best environment to support the health and development of children;

... in access to services for all children, youth, adults and families;

...in family preservation, and permanence for children which secures their safety and well-being, including the continuity of important relationships and culture;

... in strengthening the health, welfare and ability of all employees.

STRATEGIC P L A N

caring
respectful
collaborative
integrity
accountable



FACS
Family and Children's
Services Niagara

Serving the Community Collaboratively

1 FACS will be collaborative in service planning, program development and problem solving (internal and external).

- Build relationships and trust within the organization.
- Create the internal mechanisms and framework that enable internal collaboration across the organization both vertically and horizontally.
- Increase the knowledge and understanding of the various roles and responsibilities of employees across the organization.
- Demonstrate proactive leadership by initiating opportunities for collaboration internally and externally.
- Clearly and continually articulate the new emphasis on internal and external collaboration across the organization.
- Create the internal mechanisms and framework that facilitate and enable external collaboration.
- Increase the knowledge and understanding of other social service organizations in Niagara which share FACS' vision.
- Build relationships and trust with other social service organizations in Niagara which share FACS' vision.

2 FACS will be a leader in the provision of effective services responsive to the needs of children, youth, families, adults and communities in Niagara.

- Develop and implement an Ecological Strength Based approach (clients, extended family, community).
- Evidence informed practice.
- Service aligned with community needs (Made in Niagara).
- Valid service linkage to actual problems of clients ("Are we helping?").
- Build cultural competence and respect for diversity as a reflection of the community we serve.
- Implement outcome measurement reporting.

Organizational Health, Accountability and Governance

3 FACS will strengthen organizational health and accountability.

- Create an evergreen Human Resources Development Plan.
- Develop a learning culture.
- Design & implement an employee wellness program.
- Ensure the integrity of programs.
- Build capacity for Continuous Quality Improvement.

4 FACS' governance model/framework will be aligned with strategic directions and its mission, vision and values.

- Review current governance model for effectiveness.
- Facilitate opportunities for the Board to better understand the operations of the organization.
- Design Board alignment strategy.

Awareness and Advocacy

5 FACS will continue to proactively build awareness of its range of relevant, high quality, helpful services.

- Ensure a common understanding of FACS' mandate, role, expertise and services across all stakeholder groups.
- Make FACS' expertise available to other social service organizations both inside and outside Niagara.
- Give Board Members and staff the tools necessary to be strong ambassadors for FACS in their spheres of influence.
- Position FACS as agency-of-choice for pilot projects, funding opportunities and to provide input into policy from funding Ministries.
- Position FACS as an agency prepared to provide expert media commentary on social issues related to its new vision.

6 FACS will create opportunity to speak up and advocate on behalf of Niagara's children, youth, adults and families.

- Identify key issues facing children, youth, adults and families.
- Identify potential allies and partners for advocacy initiatives.
- Develop and execute advocacy plans.

FACS' Strategic Planning process has been underway since 2010, beginning with community consultation. This document outlines our agreed-upon directions, now in process, going forward to 2014 and beyond.