

2024 – 2029



Algoma Family Services

Strategic Plan

Vision:

An integrated pathway to extraordinary and timely services.

Mission:

We will inspire hope, wellness, and equity in all of our services.

Organizational Values:

- Active Listening
- Dynamic Teamwork
- The Potential of Every Individual
- Tenacious Resolve
- Diverse People and Perspectives
- Breakthrough Innovation

Reconciling Our Truth **Impact Statement**

Embracing Indigenous wisdom and the principles of Truth and Reconciliation. We will have challenged our preconceptions, fostered mutual partnerships, and reformed our services, frameworks and policies.

Key Commitments

- Actively participating in open conversation, community, and ceremony.
- Integrating cultural competency training and cultural humility.
- Incorporating Indigenous traditional approaches to well-being in our services.
- Decolonizing our approaches and services.



Finding a Better Way

Impact Statement

Focus on incorporating the client voice in the development and delivery of our extraordinary services. Our services are provided when, where, and how our clients need these services.

Key Commitments

- Amplifying the voices of youth and families.
- Collaboration with our community partners.
- Incorporating an enterprise continuous improvement program.
- Data-informed decision making.

Level Setting

Impact Statement

We will have rooted our service in equity, diversity and inclusion through assessment, training, exploration of our unconscious biases, and creation of a safe environment to facilitate change.

Key Commitments

- Understanding better the needs of who we serve and our staff providing the service.
- Acknowledging in our practices the difference between equality and equity.
- A workforce, board of directors, and services reflective of our community.
- The provision of services in a culturally safe context and with cultural humility.

Investing in our Awesome Team

Impact Statement

Extraordinary services, delivered by extraordinary people.

Key Commitments

- The awesome team at AFS feels valued, inspired, supported, and heard.
- Dynamic, effective, and consistent leadership.
- A learning organization rooted in evidence-informed practices.
- Breakthrough innovation transforming services.
- Attracting and retaining awesome talent.

Connecting the Dots, Closing the Gaps

Impact Statement

Service pathways are clear, available, accessible, supported, and timely for clients, staff, and community partners.

Key Commitments

- Low barrier and timely access to services.
- Leveraging shared resources to enhance and sustain services.
- Communicating our wins (Inspiring Outreach).
- A seamless continuum of care/services.

