WoodGreen - Strategic Plan

2015 - 2020

1 – Clients at the Core

Central Intake
- single source of data with integrated access points
- develop business case & analysis, find funder- IT donor
- create a culture of collaboration

Client Centric Data (holistic view)
- client data: needs, services, outcomes, quality, safety services used elsewhere
- improve/ease of access and new tools for analysis & measurement
- enables service planning, data for evidence based practices

Client Portal
- create simplified client access (see all WG services and ability to access)
- create client feedback capability - validation and client surveys

Outcomes Measurement
- improved measurement techniques for outcomes evaluation

#2 – Drive Innovation

Build a culture of innovation
- create new dept., teams, processes & systems
- adopt best practices - StageGate, Soapbox
- develop recognition programs, new measurement tools

Create new collective impact programs
- Urban Aboriginal adaption of Homeward Bound
- Crown Wards aging out of care

Develop self funding
- social enterprise, social bonds, real estate opportunities

Expand Foundation's support
- new strategic plan
- utilize new WG positioning and profile

3- Sector Leader & Influencer

Increased Gov't relations

- Ministerial relationships
- develop internal expertise
- impact transitional housing legislation & vulnerable tenants policy

Leader at sector tables

- chair 4 community collaboratives
- invited to special tables

Thought leadership

- lead research in Aboriginal solutions, school hubs, vulnerable tenants, key partner in Precarious Employment research

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Opportunity made here.

4- Intensify our Impact

Increase sector capacity

- service demands gap analysis
- WG multi-year services roadmap - grow, maintain, exit
- growth plans for housing and seniors
- increased partnerships to extend capacity- health

Improve productivity

- develop process engineering capabilities
- create efficiency in non client facing activities
- redesign service pathways
- prioritize technology investments for productivity

5 - High Performance Organization

Add strategic capabilities

- business planning , innovation, safety and risk management
- government relations, change management

Create performance based organization

- benchmark all non-union roles
- development, retention and succession plans for Directors up
- create management training program
- Performance management systems - rewards & recognitions

Build Employee engagement, Volunteer engagement

- collaborative culture, culture of innovation
- increased communication & transparency
- models to attract skilled volunteers