

Peterborough Youth Services – Strategic Road Map 2023 – 2028

Vision:	A thriving organization leading through collaboration to deliver high quality, equitable service.		
Mission:	We are a mental health and youth justice organization serving children youth and families. We provide a range of accessible, collaborative and responsive services for the improvement of client and community safety and wellbeing.		
Strategic Themes:	Diversity, Equity, Inclusion and Access (DEIA)	Family	Accountability
Strategic Results:	Increased access, representation and belonging for stakeholders	The family context is considered in all of our work	Evidenced-informed efficient use of resources to follow through on commitments for positive impact

Strategic Objectives and Strategy Map		Initiatives	Measures	Targets
Stakeholder	<p>Increase Right Service Right Time</p> <p>Strengthen Inclusion</p>	<ul style="list-style-type: none"> -Triage Process -Coordinated Access -Program Reviews -Demographic data -HR best practices -NCC Collaboration -DEI Training Plan 	<ul style="list-style-type: none"> -Client Experience Self-Report -Updated Policies and Procedures -Internal/external Collaboration Experience 	Establish: 1. Baselines 2. Targets
Financial	<p>Improve Fiscal Accountability</p> <p>Increase Access to Data</p> <p>Increase Transparency</p>	<ul style="list-style-type: none"> -Variance Reports -Finance Team Development -Sign-offs -Staff Mtg Updates 	<ul style="list-style-type: none"> -Financial reports received by ED. Reviewed by Management Team and provided to the Board 	YTD QB inputs Variances Forecast
Internal Process	<p>Implement CQI</p> <p>Increase Intra-/Inter Agency Collaboration</p>	<ul style="list-style-type: none"> -Inter-Agency Collab Exploration -Regional Networks -Knowledge Institute 	<ul style="list-style-type: none"> -Internal/external Collaboration Experience 	Establish: 1. Baselines 2. Targets
Organizational Capacity	<p>Improve Technology</p> <p>Improve HR</p> <p>Develop Infrastructure</p>	<ul style="list-style-type: none"> -P&P Review -HR Consultant -H&S Policy Review 	<ul style="list-style-type: none"> -Updated Policies and Procedures 	Establish: 1. Baselines 2. Targets
Excellence – Employee Wellbeing – Responsive Collaboration – Inclusivity/Equity - Dignity				