

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

To respond to the uncertainties and unprecedented challenges related to the current environment, YSSN has developed new Strategic Priorities for the next 18 months. YSSN's Board of Directors initiated the plan's development from October 2020 through January 2021, working in consultation with Management Advisory Services.

YSSN reached out to stakeholders via surveys, phone interviews and virtual focus groups to inform the strategic plan. The stakeholder consultation has provided the Board with rich input regarding the challenges facing the organization it governs. It also highlighted opportunities that exist to ensure that YSSN continues its important role in meeting the needs of its clients and communities.

This engagement phase was used to gather input, analyze results, and help inform YSSN's new strategic plan.

At the core of our new priorities is a commitment to those we serve – adults with serious mental illness and/or a developmental disability, children with Autism, developmental disabilities and/or complex needs and their families and caregivers. We are committed to high-quality, specialized and personalized care.

The Board of Directors and YSSN are dedicated to ensuring the continued success of our organization. Without the leadership of our Senior Leadership Team, direction from Management Advisory Services, and feedback from our employees and the people receiving services, we would not have been able to build this Strategic Plan.

We will ensure that those we support remain our top priority through our new strategy. Our goals will help us stay focused as we look forward to emerging from these challenging times, stronger and ready to respond to new opportunities together.




Kimberly Thorn

OUR STRATEGIC GOALS

OUR VISION

A Meaningful Life for All: Relationships, Community, Well-Being.

OUR MISSION

Communicate.
Connect.
Collaborate.

OUR GUIDING PRINCIPLES

Compassion
Accountability
Resilience
Initiative
Collaborate

Re-organize our internal program structure by function, with the vision of creating a seamless experience for the people we support.

1

2

Maximize the use of innovative technology and our administrative resources to ensure collaboration, connection, information sharing and improved program/ services management.

4

Deliberately identify and develop new tactical partnerships that further enhance the agency's position regionally, provincially, and federally, which are informed by sector transformation.

3

Refine our service offerings to a hybrid service delivery model that will provide choice between virtual and in-person supports, and that is informed through evidence-based practice.

5

Raise YSSN's profile by undertaking a fulsome strategic marketing and communications campaign that includes organizational rebranding.