

2023 – 2027 Strategic Plan



YOUR SUPPORT
SERVICES NETWORK

Executive Director's Message

As a community service provider in this re-emerging new environment, we are at a critical juncture. Much has changed dramatically in the past few years alone. While fundamentally the needs of those who we support remain unchanged, there is increasing complexity in how we connect with people and deliver our services. Yet, within this complexity, lies the opportunity for innovation and growth.

Working with our leaders and stakeholders, YSSN has created a clear path to guide us forward that reflects the changing systems within which we operate. This Strategic Plan is a living roadmap that presents actionable steps toward the vision we have for YSSN to truly be *innovative leaders in service delivery and system transformation*.

With this vision in mind, we have identified four key pillars, each with its own objectives, to guide our steps along this journey together.

It is not enough to merely navigate our operating environment to deliver services and programs. Given the critical functions and services offered, we must strive to position ourselves as system influencers that lead and drive purposeful change within the communities we serve.

Our focus has always been on the people and families who seek our support, and this commitment is further reinforced given the changing landscape and needs of people within our communities.

It is therefore necessary for us to grow and leverage our abilities as agile connectors, navigators and partners to develop more integrated pathways for those who rely on our support.

Innovation is key to being an impactful leader. To us, this means seeking out innovative partnerships to increase our flexibility and fostering evidence-informed approaches to service delivery.

YSSN's greatest strength is our staff – we are nothing without you. Providing you the right tools to succeed, securing your wellbeing, and enabling your growth are our commitments to you as a valued partner in the delivery of high quality services that make a lasting impact on the lives of those who need us most.

For more than 40 years, our agency has continued to evolve and grow. This time has afforded us many lessons and challenges and yet we remain resilient and strong. Now is a time of renewal for YSSN. With an exciting new brand, we will raise awareness and broaden our reach to build connections with even more people who need our support. This new strategic plan will help us build upon all that we have learned, and lead us on the next part of the YSSN journey, pushing us ever onward and upward together as we strive for a meaningful life for all.

Kimberly Thorn,
Executive Director

Pillar 1

Transformational and Collaborative Leaders



Given the regional and provincial sector transformations underway, YSSN will engage as transformational leaders in system collaboration in order to benefit our diverse communities

STRATEGIC GOALS

- YSSN will remain up-to-date on current trends and practices to be a cutting-edge leader and drive purposeful change within the sectors we serve
- YSSN will be an impactful leader and strive to influence systems collaboration at multiple partnership levels
- YSSN will communicate key information to partners about changing community needs to inform evidence-based system planning

Grounded by our firm belief in the power of collaboration, we will do the hard work needed to inform, influence and drive purposeful changes to systems planning. We commit to ensuring effective service pathways truly reflect community needs and better support you at every stage along your journey. "

Pillar 2

Agile Connectors and Navigators



Given the growing need to support people, families and caregivers across the lifespan and across sectors, YSSN is committed to establishing itself as an agile connector, navigator and partner in the development of integrated pathways

STRATEGIC GOALS

- YSSN will be recognized as an accessible front door that connects individuals with integrated pathways across the lifespan
- YSSN will collaborate and lead coordinated transition support to ensure a seamless, supported experience that strengthens the capacity of that person and their support network

"We will do everything possible to make you feel welcome and supported, helping you navigate pathways to support your journey in a way that is best for you. It's your journey, it's your way."

Pillar 3

Informed and Nimble Innovators



Given the highly competitive landscape, YSSN will pursue innovative practices to remain a leader in service delivery

STRATEGIC GOALS

- YSSN will form innovative partnerships to allow for flexibility and to address current gaps in service provision
- YSSN will foster an innovative engagement and evidence-informed planning culture to meet the diverse needs of our communities

"Journeys are seldom simple, making it challenging to navigate the best way forward and sometimes even require us to forge a new path. We commit to seeking the most effective connections, approaches and solutions to help you achieve your meaningful life."

Pillar 4

Thriving and Empowered People



Given the evolving needs of employees, YSSN is committed to establishing itself as a thriving organization with empowered people to support the attainment of the Agency's vision, mission and strategy

STRATEGIC GOALS

- YSSN fosters a supportive workplace culture that embraces belonging, inclusivity, wellness and empowerment
- YSSN will build and maintain strong technology and data infrastructure to enable workplace efficiencies and the delivery of quality services
- YSSN will attract and retain talented and dedicated employees

"We take care of ourselves too. We are committed to ensuring a culture where our employees feel valued and supported, enabling them to thrive. We provide resources and tools to support the delivery of high-quality services, together as partners along our own personal journeys."

Your Support
Services Network
(YSSN) is a hub for
Developmental,
Mental Health and
Children's Services
**that helps people to
navigate services to
live their best life.**



OUR VISION

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



OUR MISSION

Communicate. Connect.
Collaborate.



OUR GUIDING PRINCIPLES

Compassion:

We are compassionate. We are kind and patient with those we work with and with ourselves. We take the time to listen attentively, without judgement.

Accountability:

We are accountable. Individually and mutually, we hold ourselves responsible for our actions and results. We are answerable to all of our stakeholders, including each other.

Resilience:

We are resilient. We see setbacks as an opportunity to build skills and strengths by seeking positive solutions.

Initiative:

We take initiative. With creativity and leadership we explore, build and pursue opportunities.

Collaborate:

We collaborate. We engage each other in a cooperative process, internally and externally, to create solutions of mutual benefit.

It's your journey, it's your way.