

# Community Counselling Centre Strategic Plan

## 2016-2019

**MISSION:** Supporting the health and wellness of the people of Nipissing and area.

GOALS	<h3>COMMUNITY</h3> <p><b>Strong and effective partnerships developed with key stakeholders/service partners acting on integration opportunities.</b></p>	<h3>TALENT</h3> <p><b>Enhancing emotional/physical resilience, supporting professional development while promoting/honouring the talent of our people.</b></p>	<h3>INNOVATION</h3> <p><b>Emerging trends have been identified, analyzed and initiatives piloted and where appropriate, implemented.</b></p>	<h3>QUALITY</h3> <p><b>Efficiencies and effectiveness have been demonstrated through a process of continuous improvement and evaluation of existing services.</b></p>
STRATEGIES	<ol style="list-style-type: none"> <li>Leveraging opportunities that arise in multiple service sectors, to develop new initiatives with partner agencies</li> <li>Building relationships that are based on flexibility and creativity to meet the needs of the community and promote the welfare and success of other agencies.</li> </ol>	<ol style="list-style-type: none"> <li>Build a culture of collaboration and mutual support while upholding the highest standards</li> <li>Assist our people to create and promote their professional footprints in the agency and community</li> <li>Increasing accountability while decreasing control</li> </ol>	<ol style="list-style-type: none"> <li>Lead sector driven change processes in each of our funded areas</li> <li>Foster a “start up” concept of initiating programs and services that addresses and enhances gaps in the services system</li> <li>Expand use of technology to improve access</li> <li>Explore revenue generating capacity through self supporting commercial activities</li> </ol>	<ol style="list-style-type: none"> <li>Demonstrate that the Centre operates at the highest standards</li> <li>Develop and implement lean and efficient processes</li> <li>Include present and past clients and their feedback in an improvement process.</li> </ol>
INDICATORS	<ul style="list-style-type: none"> <li>Integrated Walk In Service that includes additional agencies</li> <li>Sexual assault funding that builds capacity of other agencies as well as our own</li> <li>Growing our collaboration with Pavilion in Haileybury</li> <li>Better partnerships with schools in the youth addition program, working closer with health unit and school based personnel</li> </ul>	<ul style="list-style-type: none"> <li>Become compliant to professional college registration legislation</li> <li>Assist our people to attain higher levels of education/certification/designation</li> <li>Create memorable events that celebrate our accomplishments</li> <li>Increase the involvement and impact of the wellness committee, social committee walk in advisory group and other vehicles of empowerment and change</li> </ul>	<ul style="list-style-type: none"> <li>Continue to improve and expand the walk in clinic</li> <li>Expand use of the OTN network to include clinical services</li> <li>Create accessible services through texting</li> <li>Adopt the e-referral for mental health and addictions</li> <li>Expand social media footprint by increasing content and quality of postings</li> </ul>	<ul style="list-style-type: none"> <li>Prepare for a successful re-accreditation through the Canadian Center for Accreditation</li> <li>Review Intake Processes for efficiencies</li> <li>Move one program to paperless clinical files</li> <li>Conduct focus groups and satisfaction surveys and implement changes based on these tools</li> </ul>

**CCC VALUES: INCLUSIVENESS • COMMUNITY INTEGRATION • EQUITY • SELF DETERMINATION  
ANTI-OPPRESSION**