

The York Centre for Children, Youth and Families

Strategic Plan

April 1, 2018 – March 31, 2023

Strategic Plan: Overview



Vision

Children, youth and their families have timely access to services which help them to develop resilience and lasting optimal mental health.

Mission

To support the mental health of children, youth and families with complex needs within York Region, by providing the highest quality therapeutic interventions, in collaboration with community partners.

Values

Integrity – Our culture is based on integrity, trust and respect for everyone with whom we interact. We carry these values through all our activities and decisions.

High Service Quality – Our services are proven to be accessible, timely, evidence-informed, client-centered and solution-focused.

Collaboration – We believe that children and youth are best served when families, service providers, educators, communities and governments share responsibility.

Commitment – We value the dedication and care demonstrated by our staff and volunteers. We celebrate their professionalism, expertise and commitment to children and youth, and invest in their ongoing professional development.

Acceptance – We foster equity, inclusivity and diversity in all our practices.

Financial Stewardship – We manage and grow our resources to maximize services through prudent, sound financial practices.

Strategic Outcomes

1 Service Excellence

Multi-disciplinary, client-centered, evidence-informed mental health services that engage the family and community partners, with a focus on enhancing, measuring and monitoring outcomes. Demonstrated leadership in intensive services.

2 Collaborative Community Partnerships

Strong collaborative relationships with all stakeholders, which result in better service delivery and increased awareness of children's mental health. Increased focus on system transformation.

3 Organizational Excellence

A diverse culture and inclusive work environment that has high-quality people, processes and technology to enhance service delivery.

4 Increased Funding

Sustainable and varied sources of funding that are responsive to our strategic goals and support the long-term operation and growth of the Centre.

Strategic Plan: Strategic Outcomes and Goals



1 Service Excellence

- **Service Effectiveness** to meet the mental health needs of children, youth and families
- **Responsiveness** to the growing and changing demand for children's mental health services
- **Service Leadership** with children and youth with complex needs

2 Collaborative Community Partnerships

- **Collaboration** with community partners to address client needs and issues across the system
- **Advocacy and Raising Awareness** of children's mental health and The York Centre
- **System Transformation** furthering the Moving on Mental Health (MOMH) agenda

3 Organizational Excellence

- **People** that are engaged, highly-skilled and energized in an equitable and inclusive environment
- **Processes** that regularly review and enhance the internal operations of The York Centre
- **Tools & Technology** that enhance service delivery and the therapeutic experience

4 Increased Funding

- **Strengthen current financial position** of The York Centre
- **Diversify funding sources** to provide The York Centre with increased resources