

Strategic Plan 2019 - 2023



Who We Are & What We Do

Every one of us has unique skills and talents. We learn from one another. We help one another grow. People with developmental disabilities are no exception. They are students, athletes, neighbours, employees and volunteers. They have much to offer. But, too often, people with developmental disabilities are kept from fully participating in community life or realizing true citizenship.

That's why CLOC is here. We help those with developmental disabilities, and their families, advocate for inclusive communities. Through community partnerships, skills training and resources, the people who use CLOC services are able to find their place as an active contributor in their own lives, and to society as a whole.

Our Mission....

CLOC is a charitable organization offering opportunities for personal growth, community inclusion and empowerment to people with developmental disabilities, and their families.

Our Vision....

For all people to be included in a community where everyone lives, works, participates, succeeds and flourishes.

Our Values....

- ☞ The Right to Choice & Self Determination
- ☞ Human Rights & Dignity
- ☞ Equal Access to Services
- ☞ Freedom from Abuse and Neglect
- ☞ Enhanced and Strengthened Natural/Informal Supports
- ☞ Collaboration with Community, Government and service providers



Strategic Priorities 2019 - 2023

Improving Communications, Stakeholder Engagement & Sectoral Advocacy

- ◆ Review, revise, update and evaluate a comprehensive communications plan, including marketing and social media capacities
- ◆ Build on the strategy for internal and external stakeholders to engage in communication, positive relationship development and collaboration
- ◆ Develop systems for families and people receiving services to have a voice locally, provincially and federally

Enhancing Service Innovation and Standards of Excellence

- ◆ Explore and develop responsive models of service delivery that may include partnerships (respite, youth, elderly, employment, housing, fee for service)
- ◆ Improve program evaluations (to identify training needs/ deficiencies, connections with families, service user experience)
- ◆ Increase opportunities for employees, people CLOC serves and families to engage in service development and delivery
- ◆ Develop and implement an accreditation plan

Modernizing Organizational Capacity and Improving Financial Sustainability

- ◆ Exploring administrative collaboration, back-office integration and shared service opportunities
- ◆ Increase the non-core funder contributions

Use of Technology across the Organization to enhance quality and efficiency

- ◆ Evaluate and implement systems to provide assistive technology in support and independence of people receiving services
- ◆ Evaluate, modernize and implement technology to improve systems including communication, administration and services

Participation by:

315 People

**9 telephone
interviews &
19 consultation
sessions**

