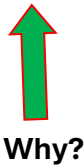


# CLOC Strategic Challenge Map



**Vision**  
A community where everyone belongs, is valued and has the opportunity to succeed and flourish.

**Mission:**  
(to achieve the vision)  
We are dedicated to voice and choice by fostering opportunities for meaningful inclusion and wellbeing for people with developmental disabilities and their families

**Goals:**  
(to achieve the mission)  
Be the leader in service delivery and Agency of choice

**Service Excellence**  
Commitment to deliver quality service and supports for the people we serve and their families to live their best lives.

**Innovation for Sustainability**  
Commitment to a culture of innovation that supports continuous improvement, collaboration and best practices informed by the people we serve and their families.

**Inclusion & Belonging**  
Commitment to utilizing an Equity, Diversity and Inclusive approach. Through allyship, create spaces where everyone feels respected and valued within the agency and in the community.

**Vibrant Workforce**  
Commitment to foster a culture of learning, positivity and resilience to continually equip our workforce for the future.

**Strategies:**  
(to achieve the goals)

- Create a diverse range of programs and services that promote voice, choice and authentic inclusion
- Align with MCCSS's Journey to Belonging individualized framework

- Explore opportunities to strengthen and improve the Developmental Services sector through innovative and positive collaboration
- Realign resources
- Diversify income sources
- Update and streamline business processes to improve customer interface

- Create safe spaces and opportunities for employees, people we serve and their families to share ideas, perspectives and solutions
- Embed an EDI lens in which we approach all our work.

- Enhance communication internally to foster engagement, collaboration, transparency and trust
- Enhance communication externally to promote collaboration and positive partnerships

- Hire and retain high quality employees
- Grow candidate pool
- Attract people to work in the DS Sector
- Promote employee well-being

- Collaborate with community partners
- Participate in industry and community tables and discussions
- Enhance CLOC's profile and reputation in the workplace and the marketplace

**Actions:**  
(to achieve the strategies)

- Develop a resource requirement plan
- Obtain more resources to expand service delivery
- Reduce complexities and roadblocks

- Confirm and build on the plan for program expansion
- Explore and develop an income diversification plan
- Develop a shared understanding of accountability and transparency

- Identify specific staffing needs & training requirements to support the future direction of the Agency

- Improve access to essential services
- Support advocacy efforts
- Create a strong family network

- Develop goals, strategies and metrics to integrate EDI practices across the agency
- Promote reciprocal knowledge transfer on EDI and Belonging

- Provide training, tools and resources
- Communicate and engage with our employees and labour partners

- Optimize our existing partnerships and explore new opportunities to collaborate

- Engage employees in the development of CLOC's core values
- Develop a plan to communicate CLOC's value proposition
- Engage stakeholders in sustainability and growth plans

• Involve the Board, Staff, Committee Members in achieving all goals, strategies, and actions above

