



# Strategic Plan 2015—2018

(to be updated September, 2018)

## VISION

**Mentally healthy people in a healthy society.**

### QUALITY

GOAL

1

**To maintain and improve safe, high quality, cost-effective services.**

- ◆ Evaluate program effectiveness.
- ◆ Ensure client and family satisfaction.
- ◆ Ensure client and staff safety.
- ◆ Expand services to meet unmet needs.

#### METRICS

- ◆ Program evaluations
- ◆ Wait times
- ◆ Financial performance
- ◆ Service target performance
- ◆ Gap analysis/business case development
- ◆ Fund development strategy
- ◆ Incident reports
- ◆ Staff training and safety plan compliance

### EQUITY

GOAL

2

**To ensure equitable access to mental health and addiction services throughout Lambton Kent.**

- ◆ Improve access for our French speaking population.
- ◆ Collaborate with First Nations communities to improve access to culturally sensitive services.
- ◆ Improve access to services in rural communities.
- ◆ Engage youth and develop youth friendly services.

#### METRICS

- ◆ French language service plan
- ◆ First Nation engagement strategy
- ◆ Rural access plan
- ◆ Youth engagement plan
- ◆ Number of people served

### LEADERSHIP

GOAL

3

**To be a leader in the transformation of mental health services.**

- ◆ Lead an integrated community mental health system.
- ◆ Expand service integration into Sarnia/Lambton.
- ◆ Develop and deliver innovative programs and services.
- ◆ Be a workplace of choice.

#### METRICS

- ◆ Sarnia/Lambton integration agreement
- ◆ System leadership organization design
- ◆ Comprehensive system performance evaluation
- ◆ Staff satisfaction
- ◆ Staff retention

### PARTNERSHIPS

GOAL

4

**To pursue innovative partnerships to enhance service integration.**

- ◆ Engage in collaborative governance.
- ◆ Engage in advocacy coalitions regarding the determinants of health.
- ◆ Cultivate partnerships outside of the mental health sector.

#### METRICS

- ◆ Collaborative governance opportunities
- ◆ Advocacy coalitions
- ◆ Non-health sector partnerships

## MISSION

**As a leader and champion for mental health, CMHA Lambton Kent provides services and facilitates access to the resources people require to maintain and improve mental health. Our efforts promote community integration, build resilience, and support recovery from mental illness.**