



# Strategic Plan

Haldimand-Norfolk REACH



Haldimand-Norfolk  
REACH

JUNE 2016

*supporting children, families, communities*

## Vision

There will be increased well-being among individuals and families in the communities of Haldimand and Norfolk, fostered by Haldimand-Norfolk Resource, Education And Counselling Help (REACH) as a community leader and partner.

## Mission

Haldimand-Norfolk REACH promotes and supports social inclusion and community well-being by providing co-ordinated access, planning, programs and services for children, families and communities.

### Strengthening organizational health

1. H-N REACH will provide a safe, healthy, and supportive work environment.
2. H-N REACH will explore and implement innovations that enable us to fully use our resources and support our financial health.

### Strengthening engagement with service participants

3. H-N REACH will improve service participant outcomes by providing meaningful, evidence informed engagement practices as an integral component of agency planning and service delivery.

### Positioning the organization for growth

4. H-N REACH will be primarily focused on the needs of Haldimand & Norfolk Counties while recognizing and pursuing valued, broader opportunities for leadership and targeted growth to ensure long term sustainability and ongoing advancement of a responsive service system.

### Positioning the organization in a culture of evaluation

5. H-N REACH will continue to improve the quality of our programs and services through the use of evidence informed practices and ensuring that our services are subject to ongoing evaluation.