



Strategic Plan

Haldimand-Norfolk

REACH

October 2022

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 (H-N 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.

1. Assess, evolve and optimize our use of technology to achieve efficiencies, enhance connectivity, maximize our human resources, and engage service participants in new ways.
2. Maintain a safe, healthy and positive work environment, while enhancing methods to attract and retain talented professionals to the H-N REACH team.
3. Increase our site locations across Haldimand-Norfolk, reinforce our distinct brand, and ensure availability of services for equity-seeking populations.
4. Strengthen and develop our leadership and service delivery capabilities to become more efficient, effective, accountable, and adaptive.
5. H-N REACH will strengthen and develop our governance capabilities to become more efficient, effective, accountable, and adaptive.
6. Grow our service delivery capacity through new or expanded service contracts and independent revenue-generating initiatives.