

STRATEGIC IMPACT

People experiencing homelessness, poverty and marginalization experience improved health, social connection and housing stability providing the basis for positive participation as members of their community.



OUTCOMES

Implement a flexible and adaptable service delivery response fully utilizing infrastructure/resources | Use community partnerships to deliver OPS programs | Provide meals and snacks daily to ensure basic nutrition | Explore feasibility of expanding access to laundry, storage, and clean clothing | Expand access to hygiene facilities | Deliver outreach services by building on current skill sets and adding needed expertise to meet emerging needs

Implement therapeutic recovery for individuals experiencing homelessness, addiction and mental illness | Implement employment programming for individuals with multiple barriers to employment | Support spiritual needs through culturally sensitive practices and programming from diverse traditions | Provide access to basic healthcare programs | Provide opportunities to participate in programs that foster a sense of belonging and hope | Cultivate relationships with Indigenous communities | Connect Indigenous people accessing OPS with traditional healing

Build internal capacity to respond to temporary emergency shelter needs | Collaborate to respond to the community's need for temporary emergency shelter | Leverage knowledge, relationships and partnerships to create additional drop-in centres | Improve access to drop-in centres | Add transitional housing units as resources become available

Use shared expertise and community resources to enhance the quality of programs and services | Provide opportunities for the community to gain understanding of mental health, addiction, poverty and homelessness | Influence government policy through education | Provide opportunities for the public to support Our Place programs and services | Foster opportunities for the Family to provide peer-to-peer support

Maintain infrastructure of OPS Facilities | Ensure reserve funds meet budgetary requirements | Implement an investment policy for ROI | Ensure a balanced operating budget | Ensure OPS fundraising objectives are aligned with strategic goals | Maintain transparent communications with all stakeholders | Engage proactively with stakeholders | Support board, staff and volunteer engagement, safety and job satisfaction | Minimize impact of OPS operations on the environment

KEY PERFORMANCE INDICATORS

Level of accessibility | Hours of operation | Utilization rates | Quality | Range/scope of services

Graduation through program phases | Employment placements | #/% attending relevant programs and services | Number and nature of cultural/spiritual program offerings | Legacy education offerings

Number of bed stays | Expanded Drop In space | Number of housing placements | Coordination of shelter system

Number/nature of external presentations | Experiential learning offerings | Number/nature of Government Relations activities | Number of skilled volunteers | Volunteer hours | Family Members as volunteers, peers and staff

Financial reports | Net increase in fundraised revenue | Number/nature of consultations with stakeholders | Number/nature of communications | Staff retention rates | Work Safe incidents | New 'green' initiatives | Board composition/matrix | Number of partnerships and collaborations

GOALS

Ensure the basic needs of the OPS Family are met through access to services.

Develop and offer programs to meet the healing needs of the OPS Family. | Commit to truth-telling, healing and reconciliation with Indigenous people accessing OPS services.

Respond to the need for temporary emergency shelter based on available funding and physical space. | Improve access to drop-in centres for underserved and vulnerable populations. | Provide additional housing to serve the needs of underserved/vulnerable populations.

Create a sense of community within the Our Place Family and inspire a shared vision of respect, welcoming and belonging for all.

Steward the finances of the organization to ensure sustainability | Generate ongoing positive community relations | Create a work environment that strengthens OPS sustainability | Build board, staff and volunteer capacity to advance OPS goals | Learn and adapt through research and evaluation in order to meet OPS goals

PILLARS

Basic Needs **Healing** **Shelter** **Community** **Sustainability**

STRATEGIC GOAL

Our Place Society reduces the negative impacts of homelessness, poverty and marginalization on the lives of those affected.

Our Place Society Strategic Map

CORE INPUTS

- ◆ Values Driven Organizational Culture
- ◆ Appropriately Resourced and Trained Staff
- ◆ Strategic Partnerships
- ◆ Diversified Funding Aligned with Need
- ◆ Advocacy and Influence at System Level
- ◆ Good Governance