



# **STRATEGIC PLAN**

## **2023-2026**

### **INNOVATIVE PROGRAMS AND SERVICES FOR PEOPLE ACCESSING SERVICES**

Enhance programs and services to increase access and meet the diverse needs of people accessing services.

### **STRENGTHEN THE HEALTH AND HUMAN RESOURCES STRATEGY**

Develop a people strategy focused on improving recruitment and retention, building a culture of resiliency, and promoting EDIB in the workplace.

### **OPTIMIZE OPERATIONAL EXCELLENCE**

Increase internal efficiencies to build consistency, accountability, and streamline operations across the organization.

### **ENHANCE COMMUNITY AWARENESS**

Promote Crest by enhancing awareness in the community.



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## **INNOVATIVE PROGRAMS AND SERVICES FOR PEOPLE ACCESSING SERVICES**

**Enhance programs and services to increase access and meet the diverse needs of people accessing services.**

- Enhance programs focusing on person-centred planning and the individual goals and strengths of people accessing services.
- Continue to explore opportunities to integrate social inclusion and community participation in programs.
- Enrich support using a Conscious Care and Support approach for people accessing services.

## **STRENGTHEN THE HEALTH AND HUMAN RESOURCES STRATEGY**

**Develop a people strategy focused on improving recruitment and retention, building a culture of resiliency, and promoting EDIB in the workplace.**

- Update the recruitment and retention strategy.
- Build resiliency and competencies through training, education, and Conscious Care and Support.
- Develop an EDIB strategy focused on employee engagement and morale.

## **OPTIMIZE OPERATIONAL EXCELLENCE**

**Increase internal efficiencies to build consistency, accountability, and streamline operations across the organization.**

- Streamline processes and procedures to improve workflows, manage consistency, and effectively utilize resources.
- Foster a culture of continuous improvement by promoting quality standards, building mechanisms for feedback, and enhancing communication to facilitate team collaboration.

## **ENHANCE COMMUNITY AWARENESS**

**Promote Crest by enhancing awareness in the community.**

- Continue to engage with stakeholders to raise awareness of Crest in the community.
- Build and strengthen strategic partnerships that are aligned with the mission and vision of Crest.