

Where We're Going — Our Strategic Plan 2015 – 2020

Building on our vision, mission and core values, CMHA Toronto is committed to achieving the following four strategic goals:



Financial

Goal

Ensure we have sufficient financial resources to achieve our mission and strategic objectives

Objectives

- Continue prudent fiscal management
- Broaden our revenue base, including exploring social finance opportunities

Example

Explore the opportunities and challenges of Social impact Bonds (private investments in programs seeking to improve a social outcome).



Client & Community

Goal

Continue to provide and expand safe, quality services

Objectives

- Respond to service user needs by developing more specialized services
- Seek and evaluate opportunities to increase the number of supportive housing units
- Promote a culture of client safety
- Collaborate / lead mental health system improvement activities

Example

Continue to work on innovative programs, such as Smoke Stoppers, and develop our Dialectical Behaviour Therapy program.



Our Internal Processes

Goal

Foster research and innovation in our service delivery

Objectives

- Develop and implement a research and knowledge transfer strategy
- Promote and improve equitable health outcomes for our service users
- Create opportunities for innovation in programs and service delivery

Example

Develop and enhance partnerships with academic institutions to conduct data analysis projects on our services.



Learning & Growth

Goal

Build our capacity to support our staff and our work

Objectives

- Ensure that CMHA Toronto is a great place to work
- Provide staff with the tools and resources to deliver effective services
- Enhance our Human Resources capacity and responsiveness
- Develop effective information and communication systems

Example

Implement the Mental Health Commission of Canada's Psychological Health & Safety Standards.