

# COMMUNITY LIVING

Essex County



*Inspiring Possibilities*



Supporting people of all ages who have an intellectual disability and their families since 1961.

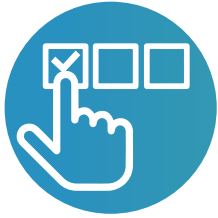
# STRATEGIC DIRECTIONS

2021-2026

Approved by the Board of Directors:

**SEPTEMBER, 2023**

The Board of Directors, together with people supported, families, employees and community input, has considered and shaped the Strategic Directions. These Directions confirm our goals and priorities for 2021 – 2026.



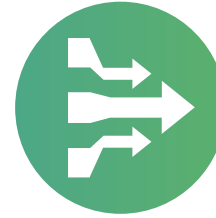
### Transform Services and Enhance Support Offerings

- Expand the range of innovative person-directed & flexible supports to respond to diverse needs and abilities.
- Re-imagine service delivery to respond to the changing needs of people supported and families.
- Advance technology-enabled and virtual supports as an additional option to in-person.
- Design new accommodation support options that help people reach their full potential.
- Increase focus on children's services including youth with complex special needs.



### Expand Key Partnerships and Strategic Connections

- Enhance existing partnerships and pursue new connections with other sectors.
- Seek opportunities to leverage and develop partnerships and collaborations.
- Concentrate efforts in the business community to showcase Career Compass Employment Services.
- Expand outreach with the education sector to promote student preparedness and skill development for adulthood.



### Strengthen the Agency Business Model

- Assess the impact and learnings from the pandemic to develop and proactively implement strategies for continued resilience.
- Develop a robust employee recruitment and retention strategy.
- Drive innovation that supports flexibility and modernization within the agency and shared externally
- Regular review of social, economic, community and government factors to direct activities that support adaptability, sustainability and growth
- Anticipate and prepare for changes in government funding models
- Diversify and increase revenue streams by exploring opportunities to leverage in-house expertise and resources



### Enhance Stakeholder Engagement

- Further champion the Together One Dream partnership with Ensemble and New Day to enrich service delivery
- Nurture and strengthen connections with families to enhance agency responsiveness and aid in the development of a lifespan approach to services
- Meaningfully engage employees at all levels of the agency
- Enhance and strengthen relationships with community supporters, members, volunteers, and donors

# Vision

A community that celebrates inclusion  
and inspires possibilities.

# Mission

We are committed to supporting people with an intellectual disability  
to achieve their goals and dreams; empowering them to flourish  
as full citizens who are valued in their community.

# Our Guiding Principles

The value of each person as an individual citizen |  
Individualized and flexible supports |  
Choice, control and safety for each person supported |  
Support networks Community partnerships | Advocacy | Accountability



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FOCUS  
- ACCREDITATION -



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