

ENCOMPASS SUPPORT SERVICES SOCIETY – 2021 to 2023

<p>Vision</p> <p>Empowering Individuals. Connecting People. Enriching Lives.</p>	<p style="text-align: center;">Mission</p> <p>As a neighbourhood-based organization, our purpose is to strengthen the health and vitality of community by:</p> <ul style="list-style-type: none"> • Identifying and responding to community needs • Collaborating to enhance the lives of those we serve • Cultivating effective, sustainable partnerships
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<p>Theme: Diversify and Enhance Funding</p>	<p>Theme: Build Capacity with Balance</p>
<p>Goal Statement: In order to support the mission, vision and values of our organisation while meeting the evolving needs of our community and in order to build amongst our stakeholders a confidence in the financial sustainability of Encompass, we will maintain, grow and celebrate a diversified revenue stream.</p>	<p>Goal Statement: The organisation’s growth will be measured, thoughtful, balanced and responsive to community needs in order to provide consistency and reliability in our programs and services.</p>
<p>Key Strategies:</p> <ul style="list-style-type: none"> • Develop a communications plan for internal/external stakeholders • Develop a fundraising plan for Encompass programs and emerging community needs, including capital projects • Nurture relationships with existing stakeholders and donors • Develop expertise in fundraising through professional development and through partnerships within the community and beyond 	<p>Key Strategies:</p> <ul style="list-style-type: none"> • Maintain focus on the strategic vision and values of Encompass • Foster meaningful relationships within the community while maintaining focus on our goals • Build internal confidence in the staff to focus on the strategic vision
<p>Outcomes:</p> <ul style="list-style-type: none"> • Communications plan • identified needs, i.e., a case for support • Fund development plan • Quarterly review on communication – how it is going, what can be improved, what is missing? • Utilising partnerships, access to new fundraising expertise and resources 	<p>Outcomes:</p> <ul style="list-style-type: none"> • A communication plan allows for clear communication in our reach within and beyond Langley • Transparency/clear understanding across programs and with staff • Active participation/ feedback from staff: ownership and “buy in” • Measured growth while maintaining stability within programs • Program areas report back on how their work reflects the organisation’s strategic vision • A clearer view on the gaps/needs of our community; how we could support or what role to play • More families / more geographical locations being served • Expand to satellite location so there is a physical access point

<p>Theme: Retain Staff and Plan for Succession</p>	<p>Theme: Expand Partnerships</p>
<p>Goal Statement: We will champion an inclusive, unified and collaborative workforce by creating sustainable connectedness, ownership and belonging within Encompass and throughout our community.</p>	<p>Goal Statement: We will intentionally build and strengthen purposeful, inclusive and sustainable partnerships, thereby enhancing our impact and reach within the community.</p>
<p>Key Strategies:</p> <ul style="list-style-type: none"> • Recruit and maintain strong leaders • Develop a communication plan • Engage staff in higher-level decision-making • Enhance professional development and opportunities for growth 	<p>Key Strategies:</p> <ul style="list-style-type: none"> • Identify new, and build on present partnerships based on shared values and purposes • Maintain connection with partners through COVID and following COVID • Emphasize and celebrate new and existing partnerships and collaborations • Enhance our organisation’s public profile by celebrating partnerships through social media, web presence, newsletters, mainstream media, etc. • Communicate partnerships throughout the agency which enhances the impact with participants
<p>Outcomes:</p> <ul style="list-style-type: none"> • A stronger orientation includes the entire agency, not just programs • A succession plan identifies key individuals within the agency who are happy where they are as well as those who are ambitious for opportunity while remaining flexible to others • A professional evaluation process includes succession • The communications plan is available through all programs; speaks to connecting all programs and staff including surveys, focus groups, development opportunities, emphasizing transparency and positive perception; better connecting programs as a whole • A mentorship program • A wellness committee hosts “lunch and learns”, opportunities to connect, etc. • We are providing and hosting external professional development opportunities via internal resources • We consistently complete exit interviews with employees 	<p>Outcomes:</p> <ul style="list-style-type: none"> • A marketing or communications plan that includes celebrating partnerships and announcing new collaborations. • Opportunities for partnerships within the community (schools, businesses, etc.) • Opportunities for partnerships by hosting more events/activities for the community that make Encompass more relatable and present which engages partnerships / sponsorships • Marketing tools for the organisation which in turn will provide more opportunity for partnerships • A program of recognition to highlight innovative partnerships