



Community Support Connections

Strategic Plan 2019-22



Thousands of older adults and adults with disabilities face challenges around nutrition, mobility, and social isolation in our community every day. We exist to ensure they can live with dignity and independence in their own homes. Thanks to over 700 volunteers, 800 donors, dedicated staff, and strong community partners, we continue to evolve to meet their growing and ever changing needs.



Nutrition
Grocery Shopping
Meals on Wheels



Physical Health
Exercise
Falls Prevention



Social Wellbeing
Caregiver Support
Community Dining
Friendly Visiting
Reassurance Calls
Transportation



Help at Home
Home Maintenance
Homemaking
Snow Removal
Yard Work

Strategy Map

Delivering Exceptional Client Experiences

Use technology to redirect staff time to personalized service delivery based on clients' needs and feedback.

Develop centralized access to services in alignment with changes in the health care sector.

Collaborate with partner agencies to gain 360 awareness of client needs.

Use new database and point-of-contact technology to continually evaluate and improve services and client satisfaction.



Review and develop organizational culture to build the best environment for staff and volunteers based on respect and professionalism.

Increase our focus on diversity, equity, and inclusion.

Ensure physical and mental health is a priority.

Develop facilities to support improved culture and productivity, now and in the future.



A Great Environment For Staff and Volunteers

Our
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We acknowledge the
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Developing Sustainable Community Resources

Increase and diversify revenue streams through fundraising, social enterprise, and other emerging opportunities.



Train volunteers, board members, and staff in donor stewardship best practices, supported by new technology.

Partnerships and alliances to facilitate growth in a changing environment - explore shared resources and projects with other agencies.

Evolution of volunteer recruitment and retention strategies to adapt to changing trends.

Drive brand awareness in the community.

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Focus customer service on client preferences.

Produce meaningful program reviews using new developments in technology and best practices across the sector.

Redevelop resource and workflow models based on capacity unleashed by technology.

Create new partnerships to identify and adapt to changes in sector and our community.

Driving Innovation and Adaptation

How We Get There



Our strategic plan is a bold path towards the sustainability and capacity required to meet the growing and changing needs of our clients and communities. Each of our strategic priorities represents key areas for innovation, growth, and excellence. Our team will be evolving our operations and services through technology, and innovative delivery and outreach models. This plan will be adapted each year with all key learnings and opportunities encountered. We will regularly update our annual business plans to ensure we are constantly evaluating and growing our efforts to provide the best services possible to those who matter most - our clients.

People + Opportunity + Processes + Leadership

People - We will ensure we are hiring the right people for the right job based on fit to culture as well as technical skills and expertise. Our teams will understand Community Support Connections' culture, values, and vision as a critical part of organizational growth.

Opportunity - We will proactively communicate our interest and readiness for new opportunities for service growth or improvement, to enhance or expand our partnerships, and to develop new sustainable revenue channels to support our continued growth.

Processes - We will utilize technology to redesign our processes to ensure they are efficient, transparent, and nimble to our environment. With new software and systems across our organization, we will unleash staff resources to more productively deploy against stakeholder services and organizational development.

Leadership - We will prioritize leadership training, coaching, and development to ensure our leaders are driving operational and cultural excellence. We will drive all our activities (especially culture) by design, not by default.

