



# **Durham Family Court Clinic**

## **2015 - 2018 Strategic Plan**

***Dedicated to Fostering a Healthy and Safe Community***

**Board Approved June 10, 2015**

### **Vision Statement:**

**To provide the highest quality service for children, youth and families, for safe, hopeful, healthy communities.**

### **Mission Statement:**

DFCC is an innovative, progressive charitable organization dedicated to fostering a healthy and safe community by enhancing and supporting the well-being of children, youth and families who have, or may have, involvement in the legal system.

### **Mandate and Philosophy:**

DFCC provides a spectrum of counselling, assessment and mediation services to meet the individualized needs of the clients we serve within our community.

Durham Family Court Clinic believes that:

- All people have the right to live in a safe, healthy, caring society, free from violence, discrimination, abuse, poverty and fear;
- Dignity, uniqueness, diversity and worth of each child, youth and family is paramount and we endeavour to ensure their potential for growth and change while building upon their strengths and potential community supports;
- Best practices include a client-focused, comprehensive, multi-disciplinary, community-based approach;
- Personal growth and change is fostered through relationships which are characterized by honesty, trust, respect and care;
- We are committed to increasing public awareness about social problems as a means of addressing client needs and community safety;
- It is important to remain cognizant of the ever changing trends and expectations and we embrace the challenges with flexibility, commitment, and determination;
- It is vital that our personnel is socially aware and responsive and that they strive to provide relevant, innovative and creative services while adhering to the highest professional standards and ethics; and
- The organization's delivery of high quality service hinges upon recruiting and retaining highly qualified personnel who are provided with an environment that is respectful and supportive to ongoing training and education and that stimulates creativity and inspiration.

## **Introduction:**

As we look towards celebrating 35 years of providing innovative and progressive services and programs to enhance and support the well-being of children, youth and families in Durham Region, fittingly our strategic planning development draws to a close. Durham Family Court Clinic's newly formulated Vision and strategic objectives will map our future for the next 3-5 years.

This is an exciting time for DFCC and the Strategic Plan is very much building on the past 35 years along with fostering the sense of possibility and learning in all of us whilst we continue our work to provide hope and the promise of a better future for children, youth and families.

## **Tracking our Strategic Plan Accomplishments:**

Establishing meaningful measures, indicators and outcomes to enable us to monitor our progress and celebrate our accomplishments, will be developed and incorporated into the next stage of the strategic planning process – the implementation of the Strategic Plan itself. In keeping with the quality assurance themes running throughout the strategic objectives, the performance measurement will be undertaken cooperatively and collaboratively, with the results shared on an ongoing basis to assure accountability, transparency and engagement.

## **Key Principles Identified through the Strategic Planning Process and which Informed the Strategic Plan:**

- Safe, hopeful and healthy communities;
- Focus on continuing to assure positive and proactive outcomes for young people and their families;
- Collaboration, collaboration and collaboration;
- Our commitment to and support of our highly qualified and passionate staff;
- Monitor and measure the impact of our work;
- Incorporation of evidence-based and evidence informed approaches at all levels of the organization;
- Provision of the highest quality of service at all times;
- Enhance our organizational and program capacity;
- Promote and implement ongoing program development and evaluation;
- Engage in research and share knowledge of outcomes and learnings to build community capacity;
- Innovative strategies to promote workplace wellness and encouragement of learning and development;
- Staff innovation, expertise, individual growth and inspiration supported through ongoing training and education;
- Foster community relationships and explore opportunities to enhance existing and develop new collaborations; and
- Ongoing community engagement to assure programs and services are responding to the community's needs.

## **Strategic Objectives:**

### Strategic Objective 1:

*Become accredited by a recognized entity that uses criteria optimally relevant to what DFCC does.*

### Strategic Objective 2:

*To educate all staff on the principles of empiricism (e.g. outcome measurement) whereby all functions are based on supporting evidence.*

### Strategic Objective 3:

*Create and maintain an organizational culture that values quality performance demonstrated by outcome measurement activities.*

### Strategic Objective 4:

*Ensure that all services are grounded in research supported theory and concomitant (associated) intervention strategies.*

### Strategic Objective 5:

*Develop, implement and maintain an engagement strategy to communicate to the entire community who we are and what we do is in response to their needs.*

### Strategic Objective 6:

*Develop, maintain and sustain an academic partnership.*

### Strategic Objective 7:

*Develop, implement and sustain our own version of being a learning organization.*

### Strategic Objective 8:

*Host a themed conference with relevant partners.*

Strategic Objective 1:

*Become accredited by a recognized entity that uses criteria optimally relevant to what DFCC does.*

Strategies include:

1. Identify all relevant accreditation entities and.
2. Obtain Board support for recommended Accreditation agency.
3. Engagement and collaboration at all levels of the organization and with the community to support accreditation process.
4. Identify areas for enhancement and development to meet accreditation standards.
5. Commence and successfully complete accreditation.

Strategic Objective 2:

*To educate all staff on the principles of empiricism (e.g. outcome measurement) whereby all functions are based on supporting evidence.*

Strategies include:

1. Identify an external resource to create and deliver a curriculum to support the understanding of research and outcome measurement principles.
2. Establish a community partnership agreement to fulfill educational requirements.
3. Create and implement a long-term overall framework to sustain this common understanding and approach.
4. Develop strategies to promote engagement, foster learning and understanding of how to measure success.

Strategic Objective 3:

*Create and maintain an organizational culture that values quality performance demonstrated by outcome measurement activities.*

Strategies include:

1. Develop scheduled activities and other means to showcase individual, team and organizational accomplishments.
2. Establish a communication strategy to celebrate accomplishments.
3. Promote staff recognition and coordinate staff recognition related events.
4. Develop a quality assurance definition, disseminate and implement.

Strategic Objective 4:

*Ensure that all services are grounded in research supported theory and concomitant (associated) intervention strategies.*

Strategies include:

1. Review, update and expand existing compendium (compilation) of intervention strategies currently being applied in programs and services.
2. Incorporate a consistent approach throughout the organization for compiling intervention strategy information and resources.
3. Devise a method to support ongoing knowledge and understanding of compendium.
4. Develop and implement a strategy to give life to, sustain and enhance the compendium on an ongoing basis.

Strategic Objective 5:

*Develop, implement and maintain an engagement strategy to communicate to the entire community who we are and what we do in response to their needs.*

Strategies include:

1. Identify and partner with a business school faculty and students.
2. Work with the business school faculty to identify the necessary components of a community engagement and marketing plan.
3. Develop, refine and involve the whole agency in the creation of the community engagement and marketing plan.
4. Through collaboration and involvement of the whole agency implement the plan and monitor its effectiveness.

Strategic Objective 6:

*Develop, maintain and sustain an academic partnership.*

Strategies include:

1. Identify existing academic partnerships and learn from their experience.
2. Identify a list/short list of potential partners.
3. Develop an information package to aid in dialogue with potential partners.
4. Form an academic partnership and determine research/learning opportunities.

Strategic Objective 7:

*Develop, implement and sustain our own version of being a learning organization.*

Strategies include:

1. Determine and understand what it means to be a learning organization.
2. Assess what would be different and what would DFCC look like on implementing the principles of a learning organization.
3. Collaboratively develop the agency's definition of a learning organization.
4. Launch the learning organization strategy along with mechanisms to monitor success.

Strategic Objective 8:

*Host a themed conference with relevant partners.*

Strategies include:

1. Identify a relevant and appropriate theme for the conference through collaboration and research.
2. Establish partnerships and work cooperatively and collaboratively together in the conference development.
3. Devise and employ a communication's strategy to promote the conference.
4. Assess the means for incorporating the sharing of DFCC knowledge and expertise within the conference scope.